

Exhibit 140

Redacted Public Version

DOCUMENT PRODUCED IN NATIVE FORMAT

	A	B	C	D	E
1	Dashboard Filter has changed in view mode				
2					
3	Content Provider	Account	Project	Owner	Description
4	hazel.clarabridge.net	Nike	Nike Prod	Stephanie.Winner@nike.com	
5					
6	TITLE				
7	Feedback				
8					
9	ORGANIZATION FILTERS				
10					
11	DASHBOARD FILTERS				
12	Date Range 01/01/2019 12:00 AM - 01/17/2022 11:59 PM / Source Id is audio + 4 more / Stockx Category A				
13					
14	QUICK FILTER				
15	All Feedback				
16					
17	DATE RUN	DATE EXPORTED			
18		07/22/2022 9:28 AM			
19					
20	Periods				
21		Custom	01/01/2019 12:00 AM - 01/17/2022 11:59 PM (UTC-08:00)		
22					
23	DATASET VOLUME	56			
24					
25	Document	Document Id	Date	Source	
26	<p>ter<:##and/or chat with us.. Great to hear from you again [REDACTED] here!. welcome back to the app! Let me check on that. Thanks for your patience, we have been very busy.. I am sorry for this! I will send your feedback to our team. I can at least make sure your voice is heard. Our teams love this kind of feedback. It is how we get better. Stuck order, shall we proceed with refund?. <🙏>. Hello, Jordan here filling in. I feel you. I will submit this case to our team for an investigation. I know how this is important to you. I would love to process a reshipment for your shoe but unluckily, we are 100% sold out which leaves us to a refund resolution. In case that we recover it, it will be reshipped and if that happens, we can set up an arrangement to rebill you for the pair. LMK your thoughts.. It is marked as sold out in our end - once the pair is in this status, we are unable to reship it. If we can only reship it, believe me - we already proceed. Hope you can understand that we can do as much here in our end.. We do not have absolute info what happened with the shipment this is the reason why we will start an investigation if you would like, you may wait for the investigation result first. Investigation may take up to 14 business days our team will do their best to get back to you through email within 3-6 business days Still do not understand what is happening when I ordered this shoe a month ago. Seems like everybody in the world has their pair but me LOL I do not know what to say or do at this point... I keep getting told they are working on it. But the status has not changed since the day of my purchase..... The cool grey 11s is what I am referring to. Sorry I do not think a refund is good enough at this point. You guys have my money. And told me to wait every week since the purchase telling me an excuse of shipment delay but your able to ship out my order that have been purchased after the cool greys and I have received all those shoes. So with no REAL update and a simple refund is the best the big bad Nike company can do? I am lost for words. . This was suppose to be Xmas gift. Got pushed back so the gift became a New Years gift but all those got fucked. And now a simple refund is the only option is kinda dog shit to me <🙏> I know whoever reads this is not on them because they are simply doing their job and they have nothing to do with shipping. So whoever reads this first I apologize for my language since this is not on you. But this is absolutely BULLCRAP. You guys had 1 million in stock <🙏>. So what happened with the shipment. Everybody before you kept saying do not worry it is in route with a smile in their messages. Why would I be charged again if you guys find it and ship into it. Should not it be on the house? That is the part that is irritating. I paid on time for a product that you guys said you have in stockx held onto my money for a whole month. All to come to an end to tell me well give you your money back and "IF" we do find it we will ship it back and charge you for it LOL that has got to be a joke right?. Sure I will go ahead and wait. Again sorry if I came off the wrong way. Just frustrated as hell with this. Thanks for your help <🙏><🙏></p>	11372904034	01/05/2022 10:19 pm	neod nike app chat	
27	<p>Thanks for contacting Nike! My name is Joshua, how can I help you? I am sorry that you are having this concern with your Nike product and this is not what you should suppose to experience with the quality of a Nike product. I will be here to help you out with this. Mind passing along the order number please? I totally understand that [REDACTED] for this one I do recommend for you to contact StockX about this matter to check for options. As I checked here [REDACTED] StockX is not listed as one of our authorised retailers, as much as we wanted to, the best option to have this sorted is contacting them. You are most welcome. Will there be anything else for me? Hi Josh, hope you are well! I am just wondering if there is a specific warranty for Nike Air products? I have the air zoom type menta shoes and one of the bubbles have burst and I have only had the shoes circa#### months This is the issue so I purchased the product via StockX as the product sold out originally But I wondered what the manufacturers warranty is based off the product being a fairly recent release Okay no problem. Is there anything I can do via Nike though however given that it is a Nike product? Okay fantastic thanks Appreciate any help you can give though No that is it thank you</p>	10691197034	12/19/2021 10:53 am	cs web chat	

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28	<p>Hi! Nike Service here. What are we getting after today? Hey there [REDACTED], great to have you on chat! I will be happy to help you today! Oh ok I hear you and that is not the experience we want our Nike members to have. Let me see what I can do to help. Would you mind to share the order number? Oh ok could you tell me where did you purchase them? for that you will be able to go there and exchange or return them since that is a flawed issue Oh ok for that case since you bought it there, then you can ask in the place where you bought it so they can allow you an order number With that order number you will be able to return or exchange them You can ask for an order number In the place that you bought this shoes They will be able to know about that Oh ok so for this case since we have no order number we are unable to help you with a return or an exchange for them Yes completely understand, however since they were the ones who sold you this shoes, they should be the one who will have to help you with that issue Since Nike can only help purchases that were made in the store or In the Nike.com page Ok so If you purchase the shoes from StockX they should be the ones who will be the ones to help you with that issue With that order number you can contact them and they will help you with the exchange or return Thanks for the understanding, really appreciate it and thanks for that since they are our retailers we have the politics that they would be the ones In charge of their sales Also let me Thank you so much for being one of our members and part of the Nike Family! They should be In charge of that warranty so you can go there and do the process without problems, please no worries about that We can honor that warranty If you have an order number from so the Nike store Or If they where purchased at a Nike store If they were purchased In another store they can honor that in the store where they wee purchased The store should be the one to honor that warranty and If the person purchased that shoes from the Nike store you can better ask from the order number from the store so we can be able to help with that So yeah for future purchases Is better that they can be from the store cause If we do not have the order number we will be unable to help you even if they are new My son has a pair of Nike adapt shoes and on the right shoes the minus button is not properly working. What do I do about this I did not purchase on Nike.com but the numbers on the shoe I have I purchased them second hand. I paid more than retail. But they are brand new and they still have the numbers on the shoe Nike outlet had the same shoes but not his size. I can not just go to a store but they are way too expensive to just "let go" With what order number? I just said I bought them not from a retailer Which is why I directly came to Nike I physically have the shoes in my hand. The date on them is 03/05/20 So if I purchase the shoes from StockX who authenticates them, you do not stand behind your product period? I have a StockX order number Okay, I will try that. But that makes no sense to me But they are not in charge of Nikes warranty, that is you So you are telling me that if I buy a used pair of shoes from a person selling online and they fall under your 2 year warranty, you will not back that warranty. Just for future reference That does not answer the question I actually asked tho So you can not buy from a person even if they are "new" and the date is still good, you will not back that product with the serial number of the shoe that is right on them because they were not purchased on Nike.com or a store? I said person not store. I do not think you are understanding my actual question Wow, talk about confusing. You are not responding to the question at all. So this must all be auto responses because that makes zero sense to what I actually asked. I obviously need to call and talk to someone that knows what they are talking about because this makes zero sense to what I actually asked. I am not understanding why the responses are generic not what questions are actually asked Okay.... Thank you. Finally somewhat of the correct response. Thanks.</p> <p>Which I will say is sad that Nike will not back their product without an order number.</p>	10606375033	12/12/2021 9:05 pm	cs web chat	
29	<p>Hi! Nike Service here. What are we getting after today? Hello [REDACTED] welcome to Nike. My name is Deyber, great to have you on chat! Thanks so much for passing on your order number! let me take a look and I will be right back. 153265-170 there you go OMG and I hope you can rock them! since they were limeted, only reseller have them since there is no new date of release yet As I mentioned they are sold out, so Nike does not have them, I mean there is no stock in this case it will be the same I mean there eis no difference 4Y is the same as 4 in men sure thing! please tell me I will gladly check them and I will be right back with that info that is correct here is the link https://www.nike.com/launch/t/womens-air-force-1-with-swarovski-retroreflective-crystals-triple-white Available 12/2 at 9:00 AM PT How may I assist you today with this order? D01830-200 there you go Hi! Nike Service here. What are we getting after today? We have 60 days return policy. Yes. You may initiate the return and also return it within 60 days from the day you receive the package. No, you may return the order as long as it is within the 60 days return period. Yes, you will have to initiate an return it at any UPS facility. It was my pleasure to help. I really appreciate your time chatting with us. Aside from this, will there be anything else I can help today? Unfortunately we are not allowed to use email here you may download our chat transcript once we ended our chat Thank you for chatting with Nike. I hope that you and your family are safe. Have a great day! hi Can you please tell me this sku #? Here is my Order # C00694935571 it was for Air Jordan 12 Retro I just want to make sure I am listing the correct product on stockx this is my 1st time also, they do not have size kids on stockx so how do I list 4y? because that is the size that I purchased it was for big kids 4y Dude that is not question my man I am asking you to for the size to men's what is big kids 4y to a men's size? ok and my next question is this cv7668-100 this is dropping today? kk ok cool and lastly here is my last order # C00707876233 what is the SKU why is the damn sku not listed on the damn order page?!?!?!? hi and how long is the return policy? 60 days even if its worn? kk I just have to initiate the return within 60 days? so you have to have it received by day 60? so on day 59 I can log on and initiate the return to nike? ok thanks thank you email me this transcript? kk brochaco</p>	10468299035	12/02/2021 12:18 pm	cs web chat	
30	<p>Thanks for contacting Nike! My name is Radoslaw, how can I help you? Hi! I would love to help you but at first I need to receive information about your profile. May I ask you for your first and last name, email address and phone number, please? Thank you for all information. I see that you are Nike Member for almost 2 years, wow! Thank you so much for that support! Really sorry for the quality of the product what you bought at Nike. If you are not satisfy with quality of shoes we can exchange them for new one or we can start refund process. It is up to you what you prefer more. It may be with this problem because we are not able to accept products without the proof of purchase. The point is not only where the product was purchased and when, but also whether the product is original. If product was bought in stockx please contact directly with them to start exchange or return process. Sorry but I am not able to verify them without any pictures. Could you please provide me any pictures of product, please? You can send them via chat like I said, we can not receive your product back without a proof of purchase You need to contact directly with StockX to return this product. That is correct StockX is not our partner If potentially you will buy this shoes in Nike or our partners you will be able to return them straight away. Because StockX resell these shoes they are responsible for the quality of product what they resell to consumers. Could you provide more pictures. They are Mids or Highs? I am sorry to say that but they are look fake tho. The leather looks like plastic shoelaces are also very cheap quality Sorry but I am not able to help you with that. Is it anything else what I can do for you today? Yes, please. Thank you for contacting Nike today and have a great day! I have purchased a pair of Jordan 1 and I have them checked to make sure they are authentic however I am disappointed in the quality of the product nike have produced ad the stitching if not clean and also have glue on the leather [REDACTED] I would like to exchange however I have no receipt as they are a gift They are from stockX I am able to get proof of purchase and they also verified they they are original But they are a product of Nike and the quality is shocking Nike has really let the quality of the brand drop and yet still charge high prices That would be fine how do I do this? Can I send more than 1 And I do not see how this is a problem to do with stockX as they did not make the trainers Nike did Nike are fully responsible for the quality of the product Mids Nike should not be letting items leave production of such low quality Ok should I just contact stockX?</p>	10467460033	12/02/2021 10:23 am	cs web chat	

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31	<p>Hello - I will be right with you. I just need to catch up on your chat so I can help! Hi [REDACTED] What can I do for you I understand your concern about this, No worries I am here to assist you but before anything else can you please provide me your order #, email address. and contact# number used to order the item please. May I know when did you order the item? Stock x is not our partner or our retailer, So we can not really process you a refund for this. Currently we can not Issue you a refund since Stock x is not our partner Really sorry for this. You can try contacting stockx Is there anything else I can help you with? Ok n Lewis I have a pair of Jordan 11 IE Low purchased 21/6 and they are already ripped and coming a part. I would like to return them for a new pair or something of equal value Can i still return a faulty product if I bought Nikes from StockX? and not nike.com i purchased the shoes 21/6 email is ##### contact [REDACTED] if i can find the actual receipt of the shoes then i can get a refund?</p>	10399791033	11/30/2021 10:02 am	cs web chat	
32	<p>Hi! Nike Service here. What are we getting after today? Hey there [REDACTED] Let us check on it for you. I will check out the Nike.com inventory as well as our Nike Stores and authorized retailer. Can I have its style number, size that you need and your zip code? Thanks. Checking on it for you. Would it be for the men's size 8.5? Thank you so much. This is a launch style we have released yesterday and sold out quickly. We may occasionally restock exclusive launch styles after they sell out. The best way to get updated for restocks is to download the SNKRS App and bookmark Nike SNKRS online or re-visit Nike.com. Yes, we have launched it yesterday and in just a few minutes it is sold out. Stockx is not one of our currently listed authorized retailers but it does not mean that the product they have is not authentic. We have other Jordans that are coming up. I am no longer able too that style on the link as it is no longer available but the style number of the shoes you wanted is DC7294-200 which is the same as what you see on Stockx. You are welcome. The other Jordan's we will launch are these, so you may want to check them out. https://www.nike.com/launch/t/air-jordan-1-a-ma-maniere-sail-burgundy Available 12/3 at 7:00 AM https://www.nike.com/launch/t/air-jordan-1-element-goretex-particle-grey Available 12/4 at 7:00 AM Also check out the Women's Dunk High Moon Fossil close to the color you want and go for size 10. Available 12/7 at 7:00 AM https://www.nike.com/launch/t/womens-dunk-high-moon-fossil You can just click and copy the links. Those links I have for you are different styles or colors. Just click on Notify so you do not miss out on it and participate on the launch. Those will also sell out in just a few minutes or seconds. Cool! While you have me here, is there anything else I can assist you with? I would be happy to help you further. Fantastic! I am glad you are all set. Thank you for chatting with Nike and have a great day! hi there i just want to ask you when you going to have Jordan 1 Mid SE Dark Chocolate its says today but when i try to buy them says not available i do not have the style number cuz i can not fine the page Jordan 1 Mid SE Dark Chocolate - size#### [REDACTED] but yesterday i did give it to someone i took too i mean the the style number yes i have 2 size 10 and 8.5 i do not know why https://stockx.com/air-jordan-1-mid-earth-tone this is the only website i found its sold out in 10 min https://www.nike.com/t/air-jordan-1-mid-se-shoes-BqnN8W is it the same style ? i mean the new and color ok thank you ok thank you a lot i can not see the pics yes i did i did buy like them yesterday :) no thanks</p>	10302809034	11/27/2021 5:14 pm	cs web chat	
33	<p>Hi! Nike Service here. What are we getting after today? Hello [REDACTED] I hear you, let me take a look on it. Yep, let me check it with our product captains. Thanks for waiting, after checking with our product captains, this was released on March 6th during 2021 All-Star Weekend at select retailers and StockX. The retail price tag is set at \$125 USD. However, this was not released in Nike.com or SNKRS app. Apologies, correction, this was released in Nike.com as well last March 6. We do not recommend other third party sites you can try on StockX or Goat Appreciated! Thanks for chatting Nike, have a good one! Good morning, I am reaching out to ask about a shoe. It is the Air Jordan 1 Mid SE all star#### I have reason to believe people are selling knock offs of this shoe on third party sites. Is this shoe available with Nike? I refuse to purchase the shoe on a third party site such as Goat, Ebay, and a few others. Even Amazon. Can you assist me with this shoe? It is black , white, and gray. Has this shoe ever been available for purchase? It is not even showing with credible sites such as Finish Line, Champs, Foot Locker, Foot Action...etc. Just a bunch of sites that are third party sites where these shoes are knock offs or stolen during a riot. I do not want my hard earned money enabling someone who is operating under false pretenses. Do you know any credible sources to purchase the product? Ok. Thank you. Enjoy your day. You have been most helpful.</p>	9489426033	11/03/2021 10:30 am	cs web chat	
34	<p>Hi! Nike Service here. What are we getting after today? Hey there [REDACTED] great to have you on chat! I will be happy to help you today! Hi! Nike Service here. What are we getting after today? Sorry to hear that, [REDACTED] If you think you have bought fake Nikes, you can help us prevent these activities by sending us an email at ##### . here is where you can find further details: https://www.nike.com/help/a/nike-product-authenticity Stockx is not on the list of our authorized retailers yet and currently, the only way to confirm is by reaching out to where it was purchased. You can send us an email through the details I shared if you believe what you got is not authentic. It is ##### . You are welcome. Aside from this, will there be anything else that I can assist you with today? Hey jefry I have bought a pair of nike air force one from stockx and i needed your help identifying whether it is fake or not Are you able to do so? A fake pair of nike i think <:(> They look nice but i believe they are a faked due to the material of the logo on the tongue Can i send you a picture? Yes but are you able to confirm them? Because i contacted stockx and they said that this product is genuine If i could send you a picture and you look at it you would think the same too Alright no problem may i get the email address? Alright thanks Jessi</p>	9203227034	10/13/2021 10:59 am	cs web chat	
35	<p>Hi! Nike Service here. What are we getting after today? Hey there [REDACTED] great to have you on chat! I will be happy to help you today! More than happy to help you out with that. Can you please provide me the order number? Oh got it, that is not an authorized retailer so we can not assure you we can help you out with that. However, let us give it a try. Please give us a call to this number#### AM-4pm PT, Mon-Fri (excluding holidays). You are more than welcome! Thank you so much for being part of the Nike Family! is there anything else I could help you with while I have you on chat? Hey. I have the original Nike Adapt Bb's and the charging board for it is just not working anymore. Is there anyway you guys could send me one? I ordered the product off StockX But I have been a Nike member for 2+ years and this is the first time it has happened to me Is there anyway you guys can send me a replacement or something? I want to keep using these shoes. I absolutely love them! Ok sounds good Thank you!</p>	8824481034	10/07/2021 12:48 pm	cs web chat	

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36	<p>Hi! Nike Service here. What are we getting after today? Good afternoon! Holly here, how may I assist you today? Oh no! That is definitely not something we like to hear! Lets take a look and see what we can do here. Do you have the order number handy? I do apologize StockX is not an authorized Nike retailer therefore we are very limited at what we can do here Have your contacted customer service for StockX? Otherwise you would have to file a claim online and have those shoes inspected for a manufacturer warranty claim You can start a claim online at https://www.nike.com/help/a/shoe-warranty?q=warranty&vst=warranty&redirect=true or you can call#### AM-4pm PT, Mon-Fri (excluding holidays). No there is not. And you would only receive a product voucher for what the retail price on that shoe was not for what you paid on stockx Would there be anything else I may assist you with? Hi Holly, I bought a pair of Jordan IV Retro Golf US Open Torrey Pines ACGs and after wearing them 3 times they are falling apart. I do not I actually got them from StockX I tried to get them directly from Nike but you know how those drops go! I just was hoping I could go directly through Nike since you are the manufacturer. Since they are limited edition, is there even a chance you would be able to issue a new pair if they are found to be manufacture defect? Otherwise, it sounds like I am out of luck ok</p>	8467503033	10/01/2021 3:32 pm	cs web chat	
37	<p>Hi! Nike Service here. What are we getting after today? Hey [REDACTED] hope you are having a great day so far. happy to look into your order mind giving me the order # or your email addy to take a look yeh.. I am not quite sure how that could be either as all of our shoes are authentic. nonetheless, stockx is not an authorized retailer of ours so not really sure how their process works with receiving inventory for their site you could possibly show them proof of an order # in your Nike account yeh.. honestly not sure on why they rejected them. however, I can assure you all of our shoes are authentic if you have the order #, i could resend you the order confirmation info if you would like it or your email addy to locate your info thanks. one sec is it the 400 – Psychic Blue size 12 I just resent you order confirmation info if needed. try contacting their support to show proof of purchase yeh me too <:)> that seems weird lol lol... hope it works out for you James <:)> yeh of course. happy to help. thanks for being a Nike member with us. hoping you have a great rest of your day. take care <:)> screen shot our messages if you can. hopefully that helps also <:)> ttyl Hi Stephanie, My name is [REDACTED] recently ordered the Lebron 18 Low Floral or Daughters from you guys recently, and they were not my size i should have got a 12.5 but i tried selling rhe product over stockx and they were flagged as “fake” but i do not see how that can be possible if i bought the product from you guys the * I will get you the order number i got em from snkrs and you guys might have not have anything to do with reselling to anybody else i just thought it was kinda odd that they flagged them even though i had proof of purchase ##### thank you so much hopefully i can get this problem resolved soon this was my first going through them to and probably the last lmao but thank you again <:)> thank you steph <🙏></p>	8447092039	09/29/2021 5:34 pm	cs web chat	
38	<p>Hi! Nike Service here. What are we getting after today? I see. I can assist you with that. May I please have your order number? We are not affiliated with StockX It would be a Nike box. I have a question about the vapor max 2021 I received my pair in an orange box vs the move to zero box from stockx. Will the shoes ever come in that box made from nike? The information in the shoe and on the box appears to be accurate. DH4084 001 It was not an order from nike It was an order from stockx but getting in contact with stockx is impossible I just had that question about the product it is nothing I expect nike to take action for Just want to know if they could come in that box or not you jnow I know that Just wondering what boxes that specific shoe could come in It is just a question about the product not my order Obviously a nike box. Just that I saw photos and I have seen the shoe in a nike store and it comes in a move to zero box but I received mine in an orange box, although the box on the one I reviewed appears to be correct. All I want to know is if those shoes could come in either box or not. I am not asking you to do anything about it</p>	8330448034	09/24/2021 4:56 pm	cs web chat	
39	<p>Hello - I will be right with you. I just need to catch up on your chat so I can help! Hi [REDACTED] I am here and happy to assist! Alright, can you please provide the order number? Thank you. I am sorry to hear this! <🙏> Ok [REDACTED] I can set up a return for a full refund if you like. Would you like to set up a return for a refund at this time? Ok if you can give me a moment please I will set up the return now and get you the prepaid UPS return label to your email O [REDACTED]. I have set up the return and sent a prepaid UPS return label to your email. I would give the label a few minutes to arrive. You can drop at your nearest UPS location and within 2 days of us receiving we will process a refund to you and it may take from 7-10 business days to reflect on your statement depending on your bank. You are welcome! Thank you for chatting in with Nike! Is there anything else I can assist you with today? Please start a new chat if you still have a question. Thanks for chatting with Nike. Have a great rest of the day! <🙏> is so bad C00662635304 Really too bad I mailed it to the stockx appraisal team and they told me that the product has not passed our authenticity verification Sure, this kind of defective shoes will trouble you not to sell them as brand new ones in the future. yes OK, thanks</p>	8207614033	09/10/2021 8:08 pm	cs web chat	
40	<p>Hi! Nike Service here. What are we getting after today? Hey [REDACTED] great to have you here. Hope all is well. Are you referring for this item? https://www.nike.com/launch/t/ldwaffle-sacai-fragment-blackened-blue Please, note that the we have been seeing numerous 3rd party websites who gives us information on when an item will be launched however, the best way for us to determine on when a certain item will be released, you will need to check any of our social media accounts like Twitter (@NikeStore) and on Nike.com and SNKRS app. Yes, please note that the site where you can check and see if the item was back on stock where the Nike.com and SNKRS app. Yes, as of the moment there are no words when this item will be back on stocks. But no worries, I would love to capture this feedback to let my team know that you want more of this styles. Hi Can you tell me if a product launched today Sacai sneaker then how are they being sold on sites like stockx? And how are ppl picked for the draw? Are the sneakers going to be available on Nike? Yes Can you tell me if a product launched today Sacai sneaker then how are they being sold on sites like stockx? And how are ppl picked for the draw? Are the sneakers going to be available on Nike? Yes But they are selling the items. So I jut got notification that I lost the draw. So will the shoe become available on Nike If you lose a draw and someone does not purchase in time will they come back to say you can purchase</p>	8070420041	08/27/2021 12:32 pm	cs web chat	

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41	<p>Hallo mijn naam is Jeffrey. Waar kan ik je mee helpen? Hallo [REDACTED]. Goed dat je even contact met ons opneemt. Ik begrijp dat je een eventueel Nike product heeft gekocht via StockX. En dat u aangeeft dat deze schoenen al gebreken vertoond of defect is. Wij streven naar de beste kwaliteit van onze producten, en dat jij er veel plezier van hebt. Het nadeel is dat uw aangeeft het gekocht te hebben van StockX. StockX is geen geautoriseerde retailer of platform van ons omdat het een marktplaats is van een derde partij die deze schoenen aanbieden voor de verkoop. Op het moment dat je schoenen koopt via deze platformen bieden wij geen garantie op deze schoenen, ik adviseer toch om te kijken met StockX om te vragen over hun retourbeleid. Teleurstellend komen wij daarop neer, StockX is geen geautoriseerde retailer en platform van derde verkoop. Omdat wij deze niet kunnen verifiëren kunnen wij daarbij de consument met eventueel vraagstukken over een gebrekkig product niet assisteren., Ik hoop je zo voldoende te hebben geïnformeerd. Als je verder geen andere vragen hebt wil ik je bedanken voor het contact opnemen met Nike en ik wens je een fijne dag verder! Dan wil ik je bedanken voor het contact opnemen met Nike en ik wens je alvast een heel fijn weekend toe. Hallo, we hebben Nike schoenen gekocht voor mijn zoon op een andere site omdat deze niet op jullie site te koop waren (stockX) . Zij garandeerden ons dat het echte Nike schoenen waren. Nu heeft mijn zoon deze 1 keer aangehad in de regen en het blauwe Nike teken is helemaal uitgelopen en nu ziet de volledige schoen blauw. Ik heb foto's. Wat kunnen we hieraan doen? De site reageert niet als ik iets stuur. Is toch ook geen goede reclame voor Nike? StockX wil ze niet retourneren omdat ze al 1 keer gedragen zijn. Maar de gebreken zijn ook pas naar boven gekomen bij het dragen (nat worden) wij kopen ook liever op een officiële site, maar bij jullie waren ze niet beschikbaar. Dus, met andere woorden, ik kan er dus niets aandoen? Mijn zoon moet dus blijven lopen met schoenen die er niet meer uitzien. Amai, bedankt. Wat een hulp. Zal volgende keer geen Nike schoen meer worden, denk ik.</p>	7869337036	08/14/2021 8:59 am	cs web chat	
42	<p>Hi! Thanks for messaging us. We are busier than usual today we will be with you soon. Please keep your push notifications on, check back, and look out for our reply. Thanks for your patience. . Hey [REDACTED] Glenn here. We have been extra busy today, appreciate your patience. I hear you. When and where did you buy it? I bought the parra track suit via resell and I want to know if it is real or fake. . So I bought it like two weeks ago on StockX, the product looks right but the tag is throwing me off, it says it is \$130 when the suit was \$150.</p>	7713871033	08/03/2021 10:23 pm	neod nike app chat	
43	<p>Hi! Welcome to a conversation with your Nike Expert. Keep your push notifications on to ensure you see our reply. We will be right with you! Hey [REDACTED] Jaycee here.. I really want to help you with this however. our system needs an order number so we can initiate a return for a refund or exchange. Our best option is to return this to the store it was bought to. Thanks for your understanding and I really appreciate you.. I really want to help you with this however. Our system needs an order number so we can initiate a return for a refund or exchange. Our best option is to return this to the store it was bought to. Thanks for your understanding and I really appreciate you. I purchased a product off stockx and after running with them the back piece came off. I bought them off stockx. But they were brand new .</p>	7637085049	07/31/2021 10:27 pm	neod nike app chat	
44	<p>Hi! Nike Service here. What are we getting after today? Hey there [REDACTED] great to have you on chat! My name is Lisbeth I will be happy to help you today! [REDACTED] we are truly sorry about the inconvenience. it is definitely not what we want you to experience as a Nike member. Our supervisors do not take cases related to draws or launch items. I would be glad to capture this as a feedback and have it forwarded to our management team. Feedback like yours does influence our business decisions, and we thank you for it. We totally understand your point I will add all your feedback here, however our supervisors do not take cases related to draw/launch items. We are escalating your feedback right now. And have it forwarded to our management team. Feedback like yours does influence our business decisions, and we thank you for it. Our team does not do follow up on feedback about launch/draws, but we will take it into consideration for future decisions. Hi There, I need to speak to a supervisor and put through a complaint as someone who has purchased Nike products for almost 30 years what is happening now is unacceptable, disheartening, and truly a lack of care for consumers. For me to lose every single Nike SNKRS draw for a shoe I want, with companies like StockX selling YOUR product for \$2800+ and news breaking about people utilizing bots to win draws is disgusting and unfair. How is it possible that a consumer can literally LOSE to bots on a weekly basis on every platform I never win its ridiculous the right thing to do would be to help someone but I know Consumers are not cared for at all, it is always the "sorry better luck next time" its not right I need to speak to someone as this just is wrong its honestly something that should be illegal did you know Footlocker has a stake in GOAT that is a conflict of interest and should be illegal so who can I speak with this is going to continue to happen and there is nothing you can do to help like its a complete loss I would like a follow up as me just agreeing to anything is unacceptable nothing gets done like what do I do now? just get nothing ever and have to pay resell great, so nothing will happen now thx</p>	7694196033	07/29/2021 12:56 pm	cs web chat	

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	<p>Hi! Thanks for messaging us. Our Nike Experts are not available right now we will get back to you tomorrow Keep your push notifications on to see our reply.. Hey [REDACTED] ia here. I hear you! Let me check on it first. Hang tight!. Thanks for patiently waiting! I have checked the shipment progress from the carrier's website however there is no latest information. I know the waiting game to get your gear can be hard; it looks like the order was stuck in transit between our warehouse and the courier. This rarely happens here at Nike we are now working on this I looked into this item and it shows that we have yet to restock this. Good news is I will be happy to have this refunded for you right away. And should be posted back to your VISA within 10 business days. Also, please accept this 10 % promo code you can use for your new order. How does that sound?. Hey [REDACTED] Klariz here taking over. I hear you! I will take a look and get back once I have all the info you need.. Appreciate the wait.. Sorry to hear about what happened to your order, I know you are expecting to have it by now. It looks like there was a problem with the shipment of your order. If you would like I can have your refund started.. I perfectly understand where you are coming from. If its just me [REDACTED] I would love to send you a new pair though this item is no longer in stock.. We appreciate you for being a member of the Nike community, and for your sneaker passion. We understand your frustration.. What I can do for you is to process a full refund and get you a 15% promo code. How is its going! I won a pair of shoes via the SNKRS app unfortunately I think you guys lost the package I called Fedex with the tracking number they said they never received the package It was suppose to arrive on the 13th or 15th. It is a pair of shoes it really want and we both all know how hard it is to actually get a pair of shoes on the SNKRS app. I called and spoke to a person but he did not seem to understand how the SNKRS app works. So I am wondering what we could do about this. I would not want a refund because I want to shoes####Sounds good. Thank you!. That does not sound very fair. As you can see I do a lot of business with you guys. Not just throw the SNKRS app but threw all the footsites. I am not sure if you know how hard it is to get a pair of shoes on SNKRS app?? But it is very very hard! A 10% discount does not do me any good it I can not reorder that specific shoes that I technically won threw a raffle with you guys and you guys lost it. Jordan 3s are my favorite shoe so I would like the shoe I won. Do I got to wait for a restock you guarantee me a pair Or it is fair if you guys can refund me the money to buy it elsewhere . That does not sound very fair. As you can see I do a lot of business with you guys. Not just throw the SNKRS app but threw all the footsites. I am not sure if you know how hard it is to get a pair of shoes on SNKRS app?? But it is very very hard! A 10% discount does not do me any good it I can not reorder that specific shoes that I technically won threw a raffle with you guys and you guys lost it. Jordan 3s are my favorite shoe so I would like the shoe I won. Do I got to wait for a restock you guarantee me a pair Or it is fair if you guys can refund me the money to buy it elsewhere . What??? Did you not read my previous message? . I DO NOT want a refund. I want the shoes or if you refund me I would like a higher amount so I can purchase the shoes elsewhere where they are available. I sent pics and everything already. Or is would like your boss to call me so we can talk about the issue. This messaging does not seem to work very well . I understand that the item is no longer in stock, it sold out in 10 minutes or less. That my point about the difficulty of the SNKRS app... I do not think it is fair for what you guys are offering me when you guys lost the product. I think it is fair that you guys refund me my money + additional money for what it would cost for me to buy the item elsewhere. (StockX, Goat) The money is still going towards a Nike/Jordan product so I do not see what the issue is with that . Is there a number I can call to speak to someone that can help me</p>	7437981034	07/20/2021 10:25 pm	neod nike app chat	
45	Thanks for contacting Nike! My name is Kelsey, how can I help you? Yes if within 2 years <:)> hey me again real quick if a Nike product is bought on StockX can the cx still file a claim Thank you	6997132033	07/09/2021 6:31 pm	cs web chat	
46	<p>Hi! Nike Service here. What are we getting after today? Hi [REDACTED] Ming here. How can I help? What shoe would this be? I see. It is for the Nike By You option then. You can only choose from the available options for customization. We currently do not have the do-it-yourself logo option yet. That would be on any products. We do not promote reselling. Customization are available on the page. These are the only items that are available for customization: https://www.nike.com/w?q=nike%20by%20you&vst=nike%20by%20you We can not customize a Nike product unless there is a Nike by You option we are not allowed to resell in any way As we do not promote reselling, you can do so but there is a chance that Nike gets hold of the information and you may get blocked on the system. Thank you so much [REDACTED] I appreciate your integrity. You can work with our Corporate Team at#### They are available 7am-4pm PST, Mon-Fri excluding holidays. Hello Can I put a logo on nike shoes did not pick out yet I see when you customize it makes you choose colors can you upload a logo on any products or just shoes can you customize a nike product than resell on stockx Yes thank you I know you do not promote reselling. However can it be done As people do with your sneakers that are not custom Just thinking I will wear but just a thought Yes I understand my queston was not answered thank you Yes my question was if I customize, receive can I resell it on StockX or on the internet Is this illegal with Nike People resell products on stockX that are unworn Why would they block me if it says you can do so Nike products are resold all over stockx and companies that are similar thank you want to do stay within Nike guidelines Yes so what is the answer thank you Ming I appreciate your guidance Is there someone from Nike who I can speak to live I have an idea this is why I am asking I think Nike would find interesting Maybe you can not answer which I appreciate however would like a response as I like to make sure I am staying within guidlines thank you ming</p>	6973238035	07/07/2021 3:38 pm	cs web chat	
47	<p>Hallo mijn naam is Imara. Waar kan ik je mee helpen? Hi [REDACTED] ik snap je vraag niet zo goed een medewerker heb je het bij ons gekocht ? dan zou je eerst contact met hun moeten opnemen heb je een foto van de schade ? oke top ! ik zal je een mailtje sturen waarop je moet reageren met alle gegevens, wel moet ik je alvast melden. stel dat wij het accepteren om de schoen te nemen, sturen wij geen nieuwe. je krijgt het bedrag terug op een giftcard. maar wij zullen eerst een onderzoek doen of dit echt een fabriek fout is of niet. dus als wij er mee akkoord gaan moet jij de schoenen opsturen of eigen kosten en als wij het niet accepteren word het terug naar jou verstuurd ik stuur je nu een mailtje en graag erop reageren met alle informatie , let op : het aankoop bewijs moet in een PDF bestand zijn E-mail klantenservice? Is dit een computer of een echte medewerker Oké Ik had Nike adapts gekocht begin dit jaar en een van de kels is gebroken en dat vind ik in 4 maanden wel heel snel wat kan ik doen Nee StockX maar het is jullie product Nee StockX maar het is jullie product Gedaan en zij zijden dat ik bij Nike moest zijn Daar door is hij vrij waardeloos Oké</p>	6938170033	07/02/2021 9:21 am	cs web chat	
48					

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49	<p>Hello - I will be right with you. I just need to catch up on your chat so I can help! Hi [REDACTED] Happy to help you out! Let us check your order. What is the order number? Thanks for that info! Checking on it now one moment please While I am checking on this, I want to thank you for being a Nike Member. I hope you are enjoying your benefits including free shipping, free return and keep an eye on your email for promos and updates on our items. Thanks for waiting, [REDACTED] After checking here, the order does have a tracking number from FedEx. Since it is been a days with no updates, we can consider this as lost. Due to the item is High demand, as much as I want to offer you a reshipment, no stocks left. I do apologize with how your shopping experience with Nike turned out. I understand that this is not the kind that we hope you get from Nike. For that, we will process full refund back to your payment method. We are truly sorry for the inconvenience this has caused you. Rest assured that this will be taken as a feedback and well documented. As part of Nike policies, we do not tolerate reselling the items. I know how much you want to have this for now what we can do is to process the refund back to your payment method Processing the refund for you. It was supposed to arrive today I am supposed to ship them to stockx by tomorrow I can not even teach Where are they?? Track* C00637421919 Yep Now I am going to get fined from stockx for not selling the product. When I would have been making money And the customer will not get the pie they bought Pair Yeah I better. But I am not happy with this</p>	6921380047	07/01/2021 8:36 pm	cs web chat	
50	<p>Hallo mijn naam is Safir. Waar kan ik je mee helpen? Hi [REDACTED] wat jammer dat dit zo gauw stuk is gegaan. Welk platform was dit? In dat geval kunnen wij hier helaas niks aan doen. We kunnen alleen helpen als het product bij een officiële retailer of Nike zelf is gehaald. Klopt Je kan kijken wat een schoenmaker voor je kan doen maar wij kunnen hier helaas niks mee Dan wil ik je bedanken voor het contact opnemen met Nike en ik wens je nog een hele fijne avond! Hallo Safir, ik heb een vraag over de product policy van Nike Het is namelijk zo dat mijn vriendin een tijd geleden een nike drop gemist heeft. Dus ik heb die sneaker afgelopen maand voor haar verjaardag aangeschaft via een ander platform. Alleen na 2 X dragen is de schoen gescheurd Nu heb het platform benaderd om daar info op te doen met wat er mee mogelijk is qua returns of product policy maar hun trekken hun handen er vanaf Ik heb de sneaker via StockX aangeschaft StockX zegt dat ze net als bijvoorbeeld een marktplaats een middleman zijn dus daarom geen warranty hebben op goederen wat ik overigens wel begrijp Maar ik dacht aangezien het een nike product is en alles wat via stockX aangeschaft is nieuw moet zijn kan ik vooralsnog contact opnemen met nike zelf Dus zelfs als het een productie defect is? Kan ik er niks mee doen? Want het blijft een authentiek nieuw item van nike Wat raad je aan dat ik hiermee zou kunnen doen dan? Aangezien de scheur op een onmogelijke plek zet Ik kan helaas geen foto toevoegen voor verduidelijking Allright. Dan ben ik voldoende geïnformeerd.</p>	6920206036	07/01/2021 3:32 pm	cs web chat	
51	<p>Hi! Nike Service here. What are we getting after today? Sure, [REDACTED] Let us hear it. It is not. The sizing of our Air Force shoes run bigger than normal so if you wear UK6 in those, I recommend getting a half size bigger for our Air Jordans so it would compensate enough room for your feet. Are you going to order from Nike.com UK? Oh, okay. Got it. StockX is not affiliated with us though so I would not recommend purchasing from them because if the product develops manufacturing flaws, our warranty would not be able to cover it. For further assistance, I highly recommend contacting our Nike UK Support Team at +44#### or go here: https://www.nike.com/language_tunnel and select your country \> go to CONTACT US section \> initiate a live chat support on that site. Shoot! Yes, I would recommend that. Hi I was interested in your Nike air jordans I had a few questions about the sizing Is the sizing the same as the Nike Air Force so I am currently a UK6 in Air Force would I buy the same size for the nike air jordans No it would be from StockX as the ones I want Nike and retail stores do not have Ok also I had another question So would you recommend me getting a UK6.5 in the jordans As I am a 6 in Air Force Ok thank you.</p>	6902186034	06/29/2021 11:49 am	cs web chat	
52	<p>Hi! Nike Service here. What are we getting after today? Wow. Those are nice! Hmm. that is a great question! So honestly, I do not think you should be able to remove the insole from that shoe at all. But I could be wrong, in some shoes you can most def remove the insoles with no issues and there is no glue or anything because some people need to add their own But because there is no product page for this item I am not actually able to tell you if it is removable Wow! Well, if you are unhappy with the insoles coming off I would def be able to assist you with setting up a return for this order today Ahh okay yeah. Wow. I am sorry that happened! As far as I know StockX does authenticate before shipping to the buyer but as far as refunds you def would need to double check with them on that! We can not tell if a product is counterfeit do we have a service to confirm authenticity I def recommend reaching out to StockX on this Possibly, so yup I would just reach out to stockX on this product because they have their own processes and inspections that they will do on this product to prove authentication and to check for flaws. You are so welcome! I am so glad I was able to assist you with this today! Can I help out with anything else while I got you here with me? Hmm that is a good question! Let me grab you a pair I think are pretty good! I have heard nothing but good things on the React Miller- I love that it features that React technology and is super soft on the foot, feels like you are running on a cloud! https://www.nike.com/t/react-miler-2-mens-road-running-shoe-3PDZdP/CW7121-003 So if you click on that link and scroll to the "view product details" under there it does show some detail but its only weight/offset. Hopefully you like these but if not we have plenty of runner options! Keep in mind we do have that awesome 60 day return period, I would take advantage of that! Buy a few and return what you do not like! I have a pair! Mine are def narrow so I know exactly what you mean! Awesome! You are so welcome! It has been a pleasure speaking with you! Thank you for being a Nike member. Have a great rest of your week as well! Stay safe out here! I recently purchase a pair of 2021 All Star edition carbon fiber Air Jordan 1 I was wondering if it should be easy for me to remove the insole from the shoe without damaging it. Also if I was to remove the insole should there be any kind of glue on the bottom that holds it to the actually shoe? Well I was able to remove the insole on this pair the other four pairs of Air Jordan 1's I have I can not remove the insole I did not buy it direct from Nike. I purchased it from Stock X because they were sold out on the Nike website. So I want to make sure these are real or fake before I contact Stock X about returning them for a refund. Yeah I know they are suppose to authenticate the shoes before they send them to the buyer but, you never know lol... Do you know where I can search to see how these shoes are made and if they are suppose to have glue holding the insole to the shoe? Also with the insole in the shoe I can feel the stitches on the inside of the shoe where the insole is. I am thinking there is an imperfection with these shoes. Well that is what I am thinking I am going to have to do. Thank you for your help today Melizza Oh I do have a shoe that I did buy from Nike.com that I am going to return. The Pegasus 37 ones from my last order. They are more narrow than the Pegasus 38 I have. Do you have a recommendation of anyother shoe to get instead? Does Nike offer a page or chart that shoes dimensions of each of their shoes? So I can compare the width of the shoes to my Pegasus 38? Oh ok cool! Yeah I have had the Pegasus 37 for about two weeks now I can definitely tell these are narrower than the 38 Well thank you for your help tonight. Have a great weekend!</p>	6731771033	06/17/2021 11:10 pm	cs web chat	

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53	<p>Hi! Welcome to a conversation with your Nike Expert. Keep your push notifications on to ensure you see our reply. We will be right with you!. Hey [REDACTED], Kelsey here. Love that style!! No word on a restock but what is your zip code? I can see what I can find for you.. Ok perfect! And this was the colorway correct?. Hibbett for the win!! They are an authorized retailer so everything from there will be legit and they can ship directly to your door. Follow the link to grab a pair <00>. Yeah! Let me take a look. Hang tight!. Alright I just checked and it looks like we are confirmed sold out online, in stores near you, and at authorized retailers in that pair. No word on a restock. Keep an eye on the app for updates! In the meantime, we do have some of the other great crater options in stock in your size still! Free shipping and free 60 day returns too. Click the pics to take a look and add to cart.. It looks like StockX and GOAT both have the pair but I can not recommend them as they are not authorized retailers so we can not guarantee you will be getting a legitimate product or that your information is safe. Those two sites are known reseller sites so they are commonly used but again we can not guarantee anything.. Hey [REDACTED] Yesi here. Are you able to scroll up and see Kelsey's last reply? I am wondering if you will restock items that I would like to purchase like the Nike waffle running shoe in blue in a 7.5 size? ####Yes. Could you check on one more shoe for me please? It is the Nike waffle racer crater shoe in the black and crimson, 7.5 size? Thank you so much. What unauthorized dealers that would sell the shoe can you recommend or at least tell me if they sell them anywhere else like Amazon or etsy?. Hello?</p>	7126844058	06/08/2021 8:42 pm	neod nike app chat	
54	<p>Thanks for contacting Nike! My name is Lex, how can I help you? [REDACTED] Hello, can you tell me if this product will release in Australia [REDACTED] Style Code: CZ2439-100 Hello [REDACTED] glad to have you here on chat today! No worries, I got you! And I am sure to help resolve your concern today. (1m 23s) Let me check that for you. May I know which site you found this item? [REDACTED] Stockx or Nike us (2m 14s) [REDACTED] Or somewhere on google I am not too sure (2m 16s) Checking. (2m 41s) Upon checking, the item is the Air Jordan 4 Golf Metallic Green am I right? (3m 25s) SNKRS releases may differ between different countries and regions may have different release dates and times, you should keep an eye on the Upcoming tab to know what releases are coming : https://www.nike.com/au/launch?s=upcoming Hello, can you tell me if this product will release in Australia Style Code: CZ2439-100 Stockx or Nike us Or somewhere on google I am not too sure.</p>	6454709035	06/08/2021 4:10 am	cs web chat	
55	<p>Hi! Nike Service here. What are we getting after today? [REDACTED]: I bought a pair of Jordan Adapt and one shoe is not charging (1m 41s) Hi [REDACTED], I got you! I do apologize for what happen to your shoes. No worries, I will help you out. (1m 59s) May I have your order number as well so we can pull up the order here? [REDACTED] bought the product on StockX but it was brand new (4m 12s) I see. If in case you need to return the shoes, I will need you to contact them first to verify your options since we do not want to interfere with their policy for returns. (4m 12s) If they were unable to acknowledge, you may try filing a claim to our Corporate Team over the phone at Phone<:##>### Hours: 7 am-4 pm PT, Monday-Friday (excluding holidays). (4m 16s) [REDACTED] I am just looking for some technical support I guess (4m 22s) For now, let us troubleshoot your kicks. (4m 52s) Have you tried powering the shoes off, then back on? (5m 13s) [REDACTED]: One shoe just does not turn on (5m 34s) [REDACTED] How do I try to reset? (6m 14s) To perform a hardware reset, press and hold both buttons for 15 seconds. (6m 36s) And when you are ready to power them back on, press and hold either the lace or unlace button for two seconds. (7m 18s) [REDACTED]: Great ty (7m 22s) [REDACTED] It is alive (7m 22s) You can also check this link for video tutorial as reference: https://www.nike.com/us/en/help/a/adapt-troubleshooting (7m 37s) Awesome! In the meantime, Just want to make sure that we are all set, Is there anything else I can help you with? I bought a pair of Jordan Adapt and one shoe is not charging I bought the product on StockX but it was brand new I am just looking for some technical support I guess One shoe just does not turn on How do I try to reset? Great ty It is alive.</p>	6434849047	06/05/2021 2:40 pm	cs web chat	

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	<p>Thanks for contacting Nike! My name is Alleli, how can I help you? [REDACTED] Hello i hope you are doing well during these times. So basically my sister lives in hong kong and she bought me a pair of shoes from a store and she shipped it to aramex global shopper which is a shipping freight fowarder. They said that if i do not get a letter from nike stating that the product is genuine, which it is i purchased it from an app like stockx resell market, that they will destroy the package. I know its a lot to ask i was thinking i have been a loyal customer of nike for so long and maybe you could help me out with an email stating this i would really really appreciate it if you could help me out Hi, are you still there? I have not received a response from you. I will need to disconnect our chat in one minute. Please feel free to start a new chat if you need assistance." (1m 12s) [REDACTED] Yes i am (1m 18s) Great! (1m 38s) [REDACTED] Hello i hope you are doing well during these times. So basically my sister lives in hong kong and she bought me a pair of shoes from a store and she shipped it to aramex global shopper which is a shipping freight fowarder. They said that if i do not get a letter from nike stating that the product is genuine, which it is i purchased it from an app like stockx resell market, that they will destroy the package. I know its a lot to ask i was thinking i have been a loyal customer of nike for so long and maybe you could help me out with an email stating this i would really really appreciate it if you could help me out (1m 40s) How can i help you for today, [REDACTED] (2m 30s) I am sorry to here that, Thank you for letting us know your concern for today. No worries I got you on this. (3m 13s) [REDACTED] Thank you so much !!! Your a life saver, in the letter can you say for package#### m 40s) Your sister bought it to the store right? [REDACTED] Yes (4m 11s) Since this is purchased through store, we do recommend that you work back with them for they may have a different policy with regards to flawed items and etc. I am sorry about the experience you had with the shoes. Just a heads up! Nike actually works separately from Nike Stores and Authorized Retailers due to business franchising. Following this, only they have records of your transaction with them. (4m 43s) [REDACTED] o not a nike store, but a store similar to stockx (5m 21s) I see, we do not have any access from them the best way we can do is to return the shoe where she bought it. [REDACTED] And i got a letter from them but they want one from nike and i told them i did not directly purchase it from you, so I am in abit of a scramble, i know all I am asking is if you can send me a letter stating that the sneakers are authorized, i ca (6m 12s) [REDACTED] I can send you my receipt and letter (6m 44s) I see, we will raised this to our relevant team then will email you about this. okay please sent it now? so i can raised this right aways. (7m 22s) [REDACTED] Sure give me a moment (7m 27s) please sent the photo. (7m 40s) [REDACTED] I know it has nothing to do with you guys but for some reason they want a letter from nike i will raised this first [REDACTED] please sent a photo. (8m 31s) Once I got an update I will email you please wait my email within 1-3 business days. (8m 53s) [REDACTED] Ok thank you (8m 54s) Thank you for chatting at Nike, enjoy the rest of your day! Hello i hope you are doing well during these times. So basically my sister lives in hong kong and she bought me a pair of shoes from a store and she shipped it to aramex global shopper which is a shipping freight fowarder. They said that if i do not get a letter from nike stating that the product is genuine, which it is i purchased it from an app like stockx resell market, that they will destroy the package. I know its a lot to ask i was thinking i have been a loyal customer of nike for so long and maybe you could help me out with an email stating this i would really really appreciate it if you could help me out Yes i am Hello i hope you are doing well during these times. So basically my sister lives in hong kong and she bought me a pair of shoes from a store and she shipped it to aramex global shopper which is a shipping freight fowarder. They said that if i do not get a letter from nike stating that the product is genuine, which it is i purchased it from an app like stockx resell market, that they will destroy the package. I know its a lot to ask i was thinking i have been a loyal customer of nike for so long and maybe you could help me out with an email stating this i would really really appreciate it if you could help me out Thank you so much !! Your a life saver, in the letter can you say for package#### Yes No not a nike store, but a store similar to stockx And i got a letter from them but they want one from nike and i told them i did not directly purchase it from you, so I am in abit of a scramble, i know all I am asking is if you can send me a letter stating that the sneakers are authorized, i ca I can send you my receipt and letter Sure give me a moment I know it has nothing to do with you guys but for some reason they want a letter from nike Ok thank you.</p>	6312300045	05/25/2021 5:59 am	cs web chat	
56	<p>Oh my! Let me check what happened, [REDACTED] 1m 15s) Mind passing the order number? (2m 23s) [REDACTED] C00620208158 Gotcha! Please bear with me while I check on this. (5m 36s) [REDACTED] : yeah no prob (5m 51s) [REDACTED] FedEx says your address is incorrect and they were unable to deliver. This is why they returned it to us to make sure it will not be lost. Your refund was processed as well today. And this should post back to your card within 10 business days. (6m 50s) [REDACTED] well I have used this address multiple times from nike (7m 12s) [REDACTED] and should not they have contacted me before and told me that it did not work before they went ahead and refunded me? (7m 29s) [REDACTED] that is unacceptable because these shoes are incredibly hard to get [REDACTED] They sell out instantly and I had to get up at 7am to purchase these (8m 19s) [REDACTED] I never was contacted about this problem! (9m 45s) We do apologize for any inconvenience. I will be sure to capture your feedback and pass to our leadership team. (10m 11s) [REDACTED] So you are saying there is nothing you can do?? (10m 18s) [REDACTED] What the hell [REDACTED] should have received SOME sort of communication about my package not being able to be delivered (12m 58s) [REDACTED] : I do not think you realize how wrong this is. The shoe market is incredibly competitive and hard to secure shoes from retail I understand how you feel as this is a limited item but as much as I want, we are unable to reship items returned to us. And as of the moment, it is already sold out online. (13m 24s) [REDACTED] Of course it is sold out (13m 40s) [REDACTED] I DID NOT RETURN THE ITEM [REDACTED] It was returned without any communication with me [REDACTED] he last message received about this item was that they would be arriving soon a few days ago and the next email I get is that they have been returned (17m 32s) I am with you on this and would feel the same way. Hope I can resend the package but I do not have further access on that and it is not an option. I have submitted your feedback to our leadership team. (19m 21s) [REDACTED] hat is submitting my feedback to your leadership going to do for me? Absolutely nothing. I could have resold these shoes for a considerable profit so you are literally taking money from me. (20m 13s) [REDACTED] There is nothing wrong with the address used for my order. As I have said I have used this address plenty of times before. (21m 28s) [REDACTED] So I am not the one who messed up. I believe I should receive some sort of compensation if I can not get the shoes back because I lost the opportunity to make a profit from these shoes. (27m 59s) Sorry my connection got interrupted, I had to reset. Reselling Nike shoes is actually against Nike's Terms of Sale. (28m 21s) [REDACTED] You ever heard of StockX (28m 25s) [REDACTED] Lmao (28m 56s) [REDACTED] Reselling anything is up to the owner of a product so I can do what I want (29m 37s) [REDACTED] Just returning a limited product without any sort of communication is theft (30m 24s) [REDACTED] It does not matter what plans I had for the shoes after I BOUGHT them, thank you (31m 17s) I get your point, [REDACTED] I will have that added to your feedback. Again, sorry for any inconvenience. Is there anything else can we help check aside from this? (32m 39s) [REDACTED] ou can check into compensating me for returning my shoes without communication (34m 36s) We normally do not do this but as one time courtesy, we will provide you with 10% discount code that you can use towards your next purchase. [REDACTED] : Ok well thank you, hopefully this does not happen in the future You are welcome! here is the code: USCS10PZGHZIW P EXPIRATION DATE<: #>#### TERMS & CONDITIONS: Enter promo code at checkout. Promo code is valid for one use only. Not valid on select merchandise, including but not limited to Apple products, Nike SNKRS products, select Jordan Brand and other launch products, and Nike gift cards. Not transferable and not redeemable for cash, credit, or towards previous purchases. Redeemable on Nike.com and the Nike app only in the United States. Not valid on Swoosh.com. Can be used in combination with Free Shipping promo codes only. Nike reserves the right to modify or cancel this offer at any time. (39m 24s) On top of this, what else can we help? (40m 37s) Just checking in, are we still connected? (41m 47s) [REDACTED] : yes [REDACTED] that. is all I needed help with. thanks (42m 26s) My pleasure! Thanks for chatting with Nike! Enjoy your day and stay safe, [REDACTED] i ordred shoes and I just got a notification that they were returned but I never even received them C00620208158 yeah no prob well I have used this address multiple times from nike and should not they have contacted me before and told me that it did not work before they went ahead and refunded me? that is unacceptable because these shoes are incredibly hard to get They sell out instantly I had to get up at 7am to purchase these I never was contacted about this problem! So you are saying there is nothing you can do? What the hell I should have received SOME</p>	6233723042	05/24/2021 4:54 pm	cs web chat	

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58	<p>Thanks for contacting Nike! My name is Rejie, how can I help you? (1m 20s) ██████████ Hi. I want to ask about one pair of Nike Air Force 1 with code#### because I can not find any info for them on stockx (1m 41s) ██████████ And they look very old (2m 19s) Hi ██████████ Thank you for your interest with our product. We truly appreciate you for choosing Nike to be part of your daily lifestyle. No worries, I'd be happy to look at this for you. (2m 51s) While checking on it, may I please know what you like about this cool shoe? (3m 25s) ██████████ They look very retro and I like that kind of shoes (3m 51s) ██████████ And they are comfortable Thank you for sharing this feed back to me. I will go ahead and check our Nike.com inventory and if in case that it is out of stock up to this point then I will proceed in checking our authorized retailers. Please stay on this chat with me as I exhaust all options we have for you. (6m 36s) ██████████ am just wondering if they are legit and for their full name (6m 56s) I am currently checking this for you, To see if we really released this shoe on Nike. (7m 20s) Teodosii Gatev: Okay I am waiting (11m 17s) Thank you for waiting, Upon checking this on my end this item was released way back 2011 around July from August. (11m 56s) ██████████ So they are legit (13m 27s) Yes. you might want to check this item out https://www.nike.com/t/air-force-1-crater-flyknit-mens-shoe-8pTBvt/DC4831-001 its a bit similar looks for the style you are looking for. ██████████: Okay thanks a lot. Hi. I want to ask about one pair of Nike Air Force 1 with code#### because I can not find any info for them on stockx And they look very old They look very retro and I like that kind of shoes And they are comfortable I am just wondering if they are legit and for their full name Okay I am waiting So they are legit Okay thanks a lot. .</p>	6105786038	05/19/2021 9:55 am	cs web chat	
59	<p>Thanks for contacting Nike! My name is Rose, how can I help you? ██████████ Hi ██████████: How can i send you a pic of a product that i found on stockx (1m 16s) ██████████ I do not know if its original Hi ██████████ Good day! Since you have reach Nike.com United Kingdom we highly recommend is call this number#### for further assistance. We appreciate your patience and cooperation. Thanks for chatting at Nike.com. Take care! Hi How can i send you a pic of a product that i found on stockx I do not know if its original.</p>	6066141059	05/17/2021 2:55 pm	cs web chat	
60	<p>Hi! Nike Service here. What are we getting after today? ██████████ Hi! I have a question about a shoes I have ██████████: I got a pair of nike dunk but for the logo on the sole (1m 45s) ██████████ it does not have the registered symbol and I am wondering if that affects the authenticity of the shoes (1m 50s) I got you, ██████████ Let me check the item. Mind passing the order number? (2m 41s) ██████████ i got it from stockx and they told me "Sneakers are created on a larger scale and produced in major quantities where some variances may occur" Oh, we can only guarantee that the product is genuine Nike product if it was bought directly at Nike.com, Nike store or Nike authorized retailers. We recommend to check with them again to discuss your purchase. (5m 23s) ██████████: alright! thank you! Hi! I have a question about a shoes I have I got a pair of nike dunk but for the logo on the sole it does not have the registered symbol and I am wondering if that affects the authenticity of the shoes i got it from stockx and they told me "Sneakers are created on a larger scale and produced in major quantities where some variances may occur" alright! thank you! br\>.</p>	6065569093	05/17/2021 1:51 pm	cs web chat	
61	<p>Hi! Nike Service here. What are we getting after today? Happy to have you here, My name is Jean, How can I help you today? ██████████ hello Jean, I had an issue with a product purchased on December 15th,#### m 1s) Thanks a lot for the information ██████████ May I have your order number please? Hi ██████████ (1m 20s) ██████████ Order number is C00350089740 (1m 54s) Thanks a lot for the information ██████████ tell me what was the problem with this item? (3m 27s) ██████████ I purchased the product and decided to sell it through StockX this past month and they sent it back to me for not passing their verification process. They failed authorization due to a defect in the shirt (3m 44s) Thanks for your time Eric , in this case for the date of the purchase you can try to apply for the warranty of 2 years that Nike have for the items! I can make a return process for you and send you a prepaid return label for it, this is one of the benefits that you have for be part of our Nike Family! Once that we receive the item, we are going to make an inspection of it, and if you item is available you will be notified with the information of the refund! Just let me know if you want to start the process now! ██████████: That will work! Is it possible that i will be able to make an exchange for a new shirt or is it no longer available? (5m 29s) ██████████: It was never worn and still in the original packaging Thanks a lot for the question, unfortunately for the exchange process is only available into the 60 days wear test that you had after the date of the purchase ██████████ but no worries, I could make the refund for you in this moment, just ler me knot if you want to start the process now (6m 19s) let* know* Eric Acheson: Yes, that will work (7m 20s) Thanks a lot for the confirmation, please give me a moment to make this process for you! (7m 38s) ██████████: Thank you very much. (7m 47s) Thanks so much for your time! I just sent the return label to your email. You will receive it within a couple minutes, but it could take up to 24 hours in some cases. Keep in mind that since you are a Nike Member, all returns are for free, so this label I just sent is already prepaid You are welcome ██████████! <☺> (9m 30s) ██████████ Awesome, I appreciate the help. Have a good rest of your day (9m 39s) Was a pleasure for me to help you with this situation Eric! Thank you so much for being part of the Nike Family! Is there anything else I could help you with while I have you on chat? (10m 13s) ██████████ No thank you, that is all (10m 15s) Thank you so much for contacting Nike ██████████ I hope you have an awesome day! Take care and stay safe. <☺> hello Jean, I had an issue with a product purchased on December 15th, 2020 Order number is C00350089740 I purchased the product and decided to sell it through StockX this past month and they sent it back to me for not passing their verification process. They failed authorization due to a defect in the shirt That will work! Is it possible that i will be able to make an exchange for a new shirt or is it no longer available? It was never worn and still in the original packaging Yes, that will work Thank you very much. Awesome, I appreciate the help. Have a good rest of your day No thank you, that is all.</p>	6044783049	05/14/2021 3:31 pm	cs web chat	

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62	<p>the sole and I am looking for advise. (10m 21s) Hi [REDACTED] thanks for letting us know about your order. We apologise that this is not as expected quality of item for you. Let me pull up your order and address this for you. (11m 54s) [REDACTED] They were purchased through StockX as these are a premium item but they are still a brand new Nike product Thanks for confirming. May I know if you already contact the Stock X? (12m 48s) [REDACTED] Yes and they advised to contact nike as it is a manufacturing failure (13m 56s) Thanks for confirming. Upon checking Stock X are not our authorise retailer. We suggest to contact them again as they are the original point of sale. (14m 21s) [REDACTED] Even though it is a Nike product? (14m 47s) [REDACTED] And a Nike product issue? (15m 21s) Yes Stock X is not our authorise retailer for this one We suggest to contact them again so that you are able to contact the correct manufacturer of there company (15m 42s) [REDACTED] The manufacturer is Nike [REDACTED] They were bought through the StockX platform (16m 17s) [REDACTED] This is no different to if they were a gift from someone (17m 41s) I understand the urgency to resolve your concern. However we are unable to assist you since the Stock X is not our authorise retailer. We suggest to contact them again and tell them that they are not listed as an authorise retailer. (17m 56s) In the meantime, Is there anything else I can help you with? (18m 19s) [REDACTED] Can I have a contact for your supervisor or have this escalated (18m 44s) The our team will be advise the same about this. We suggest to contact again the Stock X about this. (19m 13s) [REDACTED] I have a genuine Nike product that has an issue and you are not helping (19m 33s) [REDACTED] I want this escalated or to speak with a supervisor (19m 34s) We suggest to contact again the Stock X about this. (19m 47s) [REDACTED] No I want to speak to a supervisor As of the moment we are yet to have manager available. Our managers will be available to call back by monday. (21m 36s) [REDACTED] I would like you to arrange a call back from a manager on Monday (24m 28s) [REDACTED] ? (24m 42s) We understand where you are coming from [REDACTED] and as much as we would like to escalate this matter to our higher team, we are unable to as StockX is not authorized retailer of Nike and in the future, we suggest to only purchase Nike products from Nike.com, Nike stores and our authorized retailers like JD Sports, ASOS, Zalando, Footlocker and more. (24m 49s) In the mean time, is there anything else that I can help you with today? (25m 35s) [REDACTED] So you just told me a manager would only be available for a call back on Monday, was this false information? (25m 59s) [REDACTED] I want a call back arranged for Monday. (26m 52s) I understand that [REDACTED] and our Managers are only available for concerns connected with Nike.com, Nike stores and our authorized retailers, since you purchased it from a non retailer, then we are unable to setup a call back regarding your concern. (27m 28s) [REDACTED] These is a genuine Nike product regardless where it came from. This would not have been the case if I had said they were a gift and you have a responsibility for the product, which you can trace via serial numbers on the trainer (28m 10s) [REDACTED] So your further comment you were lying to end the conversation, this is poor customer service from Nike [REDACTED] If I this is not escalated or I receive a manager call back on Monday, I will be contact training standards and lodging a complaint against your customer service for offer false information and failing to uphold consumer rights. We know where you are coming from but as per the information I have provided earlier, StockX is not one of our authorized retailers and we do not have a way to assist you with it. Since you do not have any additional questions, I will be closing this chat. Thank you for chatting with Nike.com, have a great day! (8m 33s) I have have purchased a pair of Jordan 3 crimson, however they have a catastrophic fail of the sole and I am looking for advise. They were purchased through StockX as these are a premium item but they are still a brand new Nike product Yes and they advised to contact nike as it is a manufacturing failure Even though it is a Nike product? And a Nike product issue? The manufacturer is Nike They were bought through the StockX platform This is no different to if they were a gift from someone Can I have a contact for your supervisor or have this escalated I have a genuine Nike product that has an issue and you are not helping I want this escalated or to speak with a supervisor No I want to speak to a supervisor I would like you to arrange a call back from a manager on Monday ? So you just told me a manager would only be available for a call back on Monday, was this false information? I want a call back arranged for Monday. These is a genuine Nike product regardless where it came from. This would not have been the case if I had said they were a gift and you have a responsibility for the product, which you can trace via serial numbers on the trainer So your further comment you were lying to end the conversation, this is poor customer service from Nike If I this is not escalated or I receive a manager call back on Monday, I will be contact training standards and lodging a complaint</p>	5999785142	05/08/2021 9:19 am	cs web chat	
63	<p>Hi! Nike Service here. What are we getting after today? [REDACTED] Hi, I am contacting Nike because of a question I have on a Nike product Hey there [REDACTED], great to have you on chat! I will be happy to help you today! [REDACTED] Thank you (2m 35s) So.. what do you need to know? (3m 27s) J [REDACTED] I am trying to buy the Nike Off White Presto on StockX and since it is only available in full sizing I wanted to know if you can help me with that Remember StockX is no authorized retailer, the thing is limited edition shoes, once they get out of stock there is nothing we can do (6m 16s) [REDACTED] Yes I understand but my regular size is a 9.5 if I do a 10 will it be too big since the 9.5 leaves me a little bit of space in the tow box area? Well if 9.5 is already big, of course size 10 will be bigger, i assume you can try them and if not you can maybe return them to the store? (7m 30s) to the store you bought them from of course (7m 47s) [REDACTED] Oh ok thank you Thank you so much for being a Nike member! Is there anything else I could help you with while I have you on chat? (8m 26s) [REDACTED] No that'll be all thank you Hi, I am contacting Nike because of a question I have on a Nike product Thank you I am trying to buy the Nike Off White Presto on StockX and since it is only available in full sizing I wanted to know if you can help me with that Yes I understand but my regular size is a 9.5 if I do a 10 will it be too big since the 9.5 leaves me a little bit of space in the tow box area? Oh ok thank you No that'll be all thank you .</p>	5960504113	05/03/2021 6:17 pm	cs web chat	
64	<p>Thanks for contacting Nike! My name is Joy, how can I help you? [REDACTED] Hi, this is a bit weird, but i have had air forces a while now and for the past few weeks there has been small patches of pink and yellow seeping out of the threading and staining the shoes and it will not come off. (1m 50s) Hi, [REDACTED] Glad to have you in this chat. I hope you are doing well! I am sorry to know the issue you are having with your Nike item. This is not the kind of experience we wish you to have with our products. I am happy to discuss the options we have. Mind providing your order number? (2m 50s) [REDACTED] I actually did not order them from nike, they are a more exclusive pair so I could only get them from stockx but as it is a nike product I thought i should go here (3m 20s) Thank you for confirming. Since it was purchased in StockX, please contact them directly so that they can check on their return policy applicable for you and for swift resolution. (3m 49s) [REDACTED] It is more of a marketplace rather than a store directly (4m 56s) [REDACTED] It is a nike product and defect, I understand i have them a while but I was hoping I would be able to get some kind of small compensation/credit due to the defect. I can send pictures, as they are otherwise in perfect condition (11m 36s) Thank you for your patience. (12m 20s) We can submit a claim provided that you have a receipt. You will need to return the faulty item. Upon receipt, our inspectors will inspect the returned product. If the inspectors find a manufacturing or material flaw, you will be refunded. (12m 43s) However, I will need to have this escalated first to confirm if StockX is an authorized retailer. I will contact you back via email once I have confirmed that information. (13m 17s) [REDACTED] Perfect thank you for your help (13m 41s) My pleasure! Thank you contacting Nike.com. Have an awesome weekend! Stay Safe! Hi, this is a bit weird, but i have had air forces a while now and for the past few weeks there has been small patches of pink and yellow seeping out of the threading and staining the shoes and it will not come off. I actually did not order them from nike, they are a more exclusive pair so I could only get them from stockx but as it is a nike product I thought i should go here It is more of a marketplace rather than a store directly It is a nike product and defect, I understand i have them a while but I was hoping I would be able to get some kind of small compensation/credit due to the defect. i can send pictures, as they are otherwise in perfect condition Perfect thank you for your help.</p>	5916527034	04/30/2021 4:43 pm	cs web chat	

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65	<p>Hi! Nike Service here. What are we getting after today? (1m 56s) I see you are typing. I am just here. [REDACTED]: I want to buy a Nike product I just click on the page choose my size and buy it you have all my information. Why is it that when I go on sneakers for a new launch I got to resubmit everything accept my credit card number? And then as soon as the drawings I can go on stockx or goat and pay two and a half times for what you charge for them if I join a draw on snkrs the information should be there you should just be entered draw you know my email I am a member and to tell you the truth this is whale shit and by the way that is lower than bullshit (3m 10s [REDACTED]: You do not need to respond I know this is personally not your fault (3m 37s) [REDACTED]: I complain too many times and nothing happens the only way to fix this is this stop buying products from your company (3m 54s) We do apologize if the Launch process experience is less than what you anticipated. I will be sure to capture your feedback and pass to our leadership team, Richard. (6m 15s) In the meantime, what else can we help? (7m 16s) Just checking in, are we still connected? (7m 48s) [REDACTED]: Like I said that is what your guys are told to say every time nothing works I just got to stop buying your product I want to buy a Nike product I just click on the page choose my size and buy it you have all my information. Why is it that when I go on sneakers for a new launch I got to resubmit everything accept my credit card number? And then as soon as the drawings I can go on stockx or goat and pay two and a half times for what you charge for them if I join a draw on snkrs the information should be there you should just be entered draw you know my email I am a member and to tell you the truth this is whale shit and by the way that is lower than bullshit You do not need to respond I know this is personally not your fault I complain too many times and nothing happens the only way to fix this is this stop buying products from your company Like I said that is what your guys are told to say every time nothing works I just got to stop buying your product .</p>	5896082047	04/28/2021 1:16 pm	cs web chat	
66	<p>Hi! Nike Service here. What are we getting after today? [REDACTED]: Hi I wanted to know if the nike 270 react in the color plum chalk stone mauve is a real product by you guys and if you have any available anywhere (1m 51s) Hi [REDACTED] Thanks for bringing this up. I would be glad to check if it is available in our website. Do you have the style number of the product? (2m 37s) [REDACTED]: I do not just pictures I have seen online and on stockx Yes, the picture will work. I can send a request for you to attach a file. (3m 45s) Oh, wait. I found the product, however it is now sold out on all sizes. (4m 28s) It is the Nike Air Max 270 React Plum Chalk Mauve CI3899-500 (4m 49s) [REDACTED] Yes it is [REDACTED] Will there be any restocking in the near future? (5m 12s) I am really sorry as of now we are yet to have any updates regarding restock Nike receives new shipments from time to time, thus we are yet to have any specific timeframe as to when will they be back again. (5m 34s) May I know what size do you prefer and your zip code? I will try to check if there is available in Store near your zip code. [REDACTED] Shoe size: 8.5 and my zip code is#### m 34s) Thanks for that, please give me two minutes to check. (6m 42s) [REDACTED]: Ok thank you (6m 53s) You are welcome. (7m 20s) Thanks for waiting. (7m 40s) Score! (8m 13s) There is one result for the Store that has the product. (8m 18s) [REDACTED] m 44s) I do apologize because that is the only result found that has the product in size#### m 50s) [REDACTED] Thanks fine, will I be able to contact the store and request they ship it to a store near me? (10m 53s) Yes, regarding to that I suggest that you contact them and see if they have that option. [REDACTED] Do you happen to know the price? (13m 20s) I see a price here in our system I can not guarantee if this is accurate due to they have a they are own pricing different to us (13m 29s) Here is the price shown in our system, \$81.97 (13m 48s) [REDACTED]: Ok thank you so much for your help [REDACTED] Greatly appreciated! Have a great day You are most welcome. I hope I cover everything that you need. May I help you with anything else? (15m 45s) [REDACTED] No I believe that is everything I needed to know Hi I wanted to know if the nike 270 react in the color plum chalk stone mauve is a real product by you guys and if you have any available anywhere I do not just pictures I have seen online and on stockx Yes it is Will there be any restocking in the near future? Shoe size: 8.5 and my zip code is#### Ok thank you Thanks fine, will I be able to contact the store and request they ship it to a store near me? Do you happen to know the price? Ok thank you so much for your help Greatly appreciated! Have a great day No I believe that is everything I needed to know .</p>	5833177048	04/21/2021 7:55 pm	cs web chat	

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	<p>Hi! Nike Service here. What are we getting after today? [REDACTED] First off good morning [REDACTED] I am very upset at the company today Hi [REDACTED] Glad to have you on this chat! How can I help? (1m 31s) [REDACTED] I have been tracking a product all day yesterday and it said it was coming soon (1m 41s) [REDACTED] Now it is sold out Are you referring to the Dunks that was released yesterday? [REDACTED] Now it is on StockX for \$400 (2m 17s) [REDACTED] No the bike Go Fly ease (2m 34s) Let me check that for you. Mind passing me the style number or a link perhaps? (2m 45s) [REDACTED] The Nike Go Flyease (3m 32s) [REDACTED] I do not know it (3m 48s) [REDACTED] The website has product hidden (4m 53s) [REDACTED] I have stalked this product all day yesterday until last night and the website said it was "coming soon" (4m 58s) We actually do not have any product hidden on the website, if it is not appearing that would only means that the item is sold out. [REDACTED] Actually when you search the product on the website you can not find it. When you search it on google it has a link that goes to product so yes you do hide the products (6m 10s) IT was sold out on it is first release but we do have another limited release coming up, tentatively scheduled at April 30 so please do watch out for that [REDACTED] How when your website is not working correctly [REDACTED] When was it released (9m 31s) We are not seeing any issues currently on our website [REDACTED] everything is working perfectly on our end. There were no hidden products on the website, we just tend not to show items that were sold out and not released yet that is why you are not seeing it your end, For future launches, you can check out our SNKR's calendar on the website or You may visit nike.com/snkrs for more information. (10m 25s) [REDACTED] I will send you a video right now showing you the product does not come up (10m 44s) [REDACTED] I am why can I look up all the other products that are sold out (10m 55s) [REDACTED] When was it released (11m 30s) Yes, like I mentioned the product is not on website anymore because it was sold out already on it is first released and the limited release is yet to come. [REDACTED] You are running around the truth (12m 27s) [REDACTED] Why can I look up other products that are sold out??? (12m 46s) [REDACTED] You still have not told me the original release date!!! (15m 15s) [REDACTED] Why is this the only product that is sold out that I can not search. Every other product that is sold out I can search and it shows me that it is been sold out (17m 17s) We apologize for the inconvenience [REDACTED] Please be advised that normally you can not view sold out products on our website the original release date of this product was Feb 15 and was sold out after that. The shoe will be scheduled for a limited release again the date can still be move at this point (18m 22s) [REDACTED] Are you sure you do not have employees stealing shoes again (18m 40s) N [REDACTED] This is completely unfair (19m 56s) We apologize for the inconvenience. Would you have any other question concerning a product for today? (22m 24s) I believe that we have addressed your concern for today since I have not received a response from you. I will be closing our chat session. Feel free to chat us back if you have further questions. Thanks for chatting with Nike and have a great day! First off good morning I am very upset at the company today I have been tracking a product all day yesterday and it said it was coming soon Now it is sold out Now it is on StockX for \$400 No the bike Go Fly ease The Nike Go Flyease I do not know it The website has product hidden I have stalked this product all day yesterday until last night and the website said it was "coming soon" Actually when you search the product on the website you can not find it. When you search it on google it has a link that goes to product so yes you do hide the products How when your website is not working correctly When was it released I will send you a video right now showing you the product does not come up I am why can I look up all the other products that are sold out When was it released You are running around the truth Why can I look up other products that are sold out??? You still have not told me the original release date!! Why is this the only product that is sold out that I can not search. Every other product that is sold out I can search and it shows me that it is been sold out Are you sure you do not have employees stealing shoes again This is completely unfair.</p>	5823612056	04/20/2021 11:59 am	cs web chat	
67	<p>Hyper Royal Size 14 mens White/blue/Gray (1m 25s) DO you have the style number? (1m 44s) [REDACTED] The ones that I saw are on Champs Sporting good site and are for boys (2m 45s) I have not access to this link, for restrictions in the system, do you have a picture? (2m 58s) [REDACTED] I have located an item with a seller, may you verify the picture and if it is the item https://www.flightclub.com/air-jordan-14-retro-white-hyper-royal-black-153660?utm_source=google_int&utm_medium=google_shopping_int&utm_campaign=1072630453_50626141377&utm_content=253990353042_&utm_term=194276397275&gclid=EAlaQobChMrZKq47aE8AIVgY3lCh1Xug (4m 35s) [REDACTED] No that is not it (4m 47s) [REDACTED] Jordan OG 1 Hyper Royal (4m 55s) [REDACTED] Blue/White/Gray (5m 16s) let me try again to find it (5m 34s) [REDACTED] https://www.champssports.com/product/jordan-retro-1-high-og-boys-grade-school/75441402.html thank you, let me check this one [REDACTED] ok Thank you for holding, the item is the style number####, and it is completely sold out in Nike.com, is a limited edition and now is just with third party sellers like Flightclub If the item is available just in men sizes the difference between the women size and men size is 1.5 for example a Men size 6 is a 7.5 to women, my manager is working now to verify updates of a new possible release (9m 16s) What is the size that you are looking for? (9m 27s) [REDACTED] Size#### m 33s) [REDACTED] mens (9m 38s) [REDACTED] And thank you (9m 48s) Men size 14, ok, let me verify (11m 24s) [REDACTED] (11m 46s) Thank you for holding, we have not updates of a new possible release but the Seller StockX has the item in size 14, if you place the order with a seller the return policy and warranty is with them, I recommend you verify the reviews of the product and the return policy before to place the order with them Jordan 1 Retro High OG Hyper Royal https://stockx.com/air-jordan-1-retro-high-hyper-royal-smoke-grey?country=US&currencyCode=USD&size=14&gclid=aw.ds&utm_source=google&utm_medium=cpc&utm_campaign=OD-New_Releases-Sneakers(US)&utm_campaignid=1033943193&content=514679517800&keyword&gclid=EAlaQobChMrZKq47aE8AIVgY3lCh1XugPcEAQYAIABEgLKXfD_BwE (12m 31s) [REDACTED] That is it, but NO way I would pay that much for a shoe (12m 42s) [REDACTED] But thank you for finding them (12m 57s) I understand you, is a high price, let me verify other seller [REDACTED] ok (14m 13s) The better price that I have find is \$299.99, and the seller is Etsy, but I have not many information of this seller https://www.etsy.com/listing/996293285/air-jordan-1-retro-high-og-hyper-royal?gpla=1&gao=1&utm_source=google&utm_medium=cpc&utm_campaign=shopping_us_a-shoes-unisex_adult_shoes-sneakers_and_athletic_shoes-hi_tops&utm_custom1=_k_EAlaQobChMrZKq47aE8AIVgY3 (14m 58s) and has not the sizes, I will do the note to verify if we can notify you if we will release it again (15m 15s) [REDACTED] Ok thank you (15m 25s) [REDACTED] :#### (15m 45s) [REDACTED] I want those shoes, size 14 mens (15m 54s) Thank you, I will put the whole details do you have any other question? Andre Banks: Ok thank you Cristian (16m 16s) [REDACTED] No I do not have any other questions (16m 23s) [REDACTED] Than you for your help (16m 36s) you are welcome! Was a pleasure to assist and solve your concerns, thank you for being a Nike member and part of our family! NIKE MEMBERSHIP 100% FREE AND OUR BENEFITS https://www.nike.com/help/a/member-benefits Member Benefits: Free Standard Shipping Prepaid Return Label Access Training Apps (NTC and NRC) Birthday Promo Code I am looking for the Jordan Hyper Royal Size 14 mens White/blue/Gray https://mail.yahoo.com/d/folders/1/messages/339315?src=fp&guce_referrer=ahR0ChM6LY9sb2dpbiS5YWhvby5jb20v&guce_referrer_sig=AQAAABwmjhIEC-LqXdGutKczso0V5g_yaRVKRMKJpTa6_gmjCOZwJQ3yC2mt0x1i30o0hDtpCMRkfDpJ76zcW0RPMAF1J0yuiTMA_5JcdOSpjLXeAjulICWBScxolx99 The ones that I saw are on Champs Sporting good site and are for boys Let me see</p>	5795679164	04/17/2021 2:18 am	cs web chat	

	A	B	C	D	E
69	<p>Thanks for contacting Nike! My name is Dan, how can I help you? [REDACTED]: Hi I purchased a pair of Nike Pegasus Turbo 2 shoes from one of your verified sellers (StockX). Within a few wears of the shoes the outer mesh has begun detaching from the outer sole. With each wear this is getting worse. I have tried to contact StockX who have not been able to help replace this product as it was not discovered as faulty within 3 working days of delivery. I can share proof of purchase from StockX. The quality of the shoes is unacceptable I would like to request a replacement Thanks [REDACTED] I am sorry that you are having this issue with your Nike product and this is not what you should supposed to experience. I will be here to help you out with this. (2m 31s) Just to make, stock X is the name of the local store right? (2m 57s) [REDACTED] It is a verified re-seller of Nike, which a colleague of yours has confirmed in a previous chat (5m 44s) Thank you for those information, just to make sure have called or tried to return the shoes to the store? I really want to get you covered on your concern, but I have not received a response from you. Please let me know if we are still connected. Thank you [REDACTED] StockX are not able to return because it is not within 3 days of delivery of the product. But the product was fine upon delivery - it was after a few wears they began to fall apart. (10m 31s) Please hold for 2 minutes while I verify once again with my senior if the store is authorized Nike reseller. (10m 45s) [REDACTED] Sure (12m 41s) [REDACTED]: Your colleague Arjay in a previous chat told me this: "At Nike we pride ourselves in providing a durable and functional products and this is definitely not what we want you to have. Since the item has been purchased through one of our authorised retailers, we highly suggest for you to have it coordinated with them directly as they have a different set of inventory and policies for returns that you can always check through : https://help.stockx.com/s/article/Are-returns-or-exchanges-allowed?language=en_US" (13m 31s) [REDACTED] The problem is the website does not enable me to return so I am getting in touch with Nike about the low quality product direct (14m 31s) Thank you for waiting, we did check again and it appears that stockx is not an authorized Nike reseller. For the meantime the best option is to contact them to get this item returned for refund. [REDACTED]: Is there any way of replacing the shoes with Nike directly? (17m 29s) I understand and surely, we can take over in setting up this claim for you however I am unable to guarantee the approval.. here is what I will do, I am going to send you an email containing Claims information and please reply back with the needed information and documents. Will this work for you at the moment? (17m 48s) [REDACTED]: Thanks Dan, that would be greatly appreciated. (18m 47s) You are welcome! Is there anything else I can assist you with? (20m 24s) It is been great assisting you. Again, this is Dan and thank you for chatting with Nike.com. Take care! Hi I purchased a pair of Nike Pegasus Turbo 2 shoes from one of your verified sellers (StockX). Within a few wears of the shoes the outer mesh has begun detaching from the outer sole. With each wear this is getting worse. I have tried to contact StockX who have not been able to help replace this product as it was not discovered as faulty within 3 working days of delivery. I can share proof of purchase from StockX. The quality of the shoes is unacceptable I would like to request a replacement Thanks [REDACTED] It is a verified re-seller of Nike, which a colleague of yours has confirmed in a previous chat StockX are not able to return because it is not within 3 days of delivery of the product. But the product was fine upon delivery - it was after a few wears they began to fall apart. Sure Your colleague Arjay in a previous chat told me this: "At Nike we pride ourselves in providing a durable and functional products and this is definitely not what we want you to have. Since the item has been purchased through one of our authorised retailers, we highly suggest for you to have it coordinated with them directly as they have a different set of inventory and policies for returns that you can always check through : https://help.stockx.com/s/article/Are-returns-or-exchanges-allowed?language=en_US" The problem is the website does not enable me to return so I am getting in touch with Nike about the low quality product direct Is there any way of replacing the shoes with Nike directly? Thanks Dan, that would be greatly appreciated..</p>	5786361037	04/16/2021 5:25 am	cs web chat	
70	<p>gi To start a return for an order and get a return label, and to see return policies, the easiest way is to visit https://www.nike.com/help/a/how-to-return (10s) Do you need further help? (11s) (14s) [REDACTED]: Yes, I want to chat with a Representative. (16s) I am going to transfer you to a Nike Teammate who can help. (17s) What can my Teammate help you with? (34s) [REDACTED] starting a return of a nike product not purchased from nike.com (37s) Got it. I will transfer you now. It may take a moment for my Teammate to get up to speed. (43s) Hello - I will be right with you. I just need to catch up on your chat so I can help! (1m 43s) [REDACTED] Ok (2m 40s) [REDACTED] UPC#### for the shoes (3m 23s) Hello there. I hear you and will do my best to help! Let us check on that. (3m 27s) May I know where you purchased the item, please? (3m 39s) [REDACTED]: StockX (3m 53s) [REDACTED]: Verified purchase (4m 20s) Oh, can you give me 1-2 minutes to check this with our team? (4m 30s) [REDACTED] Yes (7m 24s) Thanks! Working with our team now. (9m 4s) [REDACTED] Great (10m 27s) I appreciate your patience! I strongly recommend that you contact our Consumer Affairs (Corporate) team at#### from 7 am-4 pm PT, Monday-Friday (excluding holidays) and rest assured they will be able to assist you with your return claim. They are the ones who are expert in this kind of situations. (11m 5s) [REDACTED] ok calling them now (11m 24s) Cool! Really appreciate your time and patience. May I help you with anything else today? (12m 26s) Seems we are set! Thank you for contacting us here at Nike! Have a good one! gi [REDACTED] Yes, I want to chat with a Representative. starting a return of a nike product not purchased from nike.com Ok UPC#### for the shoes StockX Verified purchase Yes Great ok calling them now.</p>	5768925039	04/14/2021 1:07 pm	cs web chat	

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71	<p>gi thanks for contacting Nike! My name is Junda, how can I help you? (49s) [REDACTED] Hi, I received a pair of Jordan shoes, and I want to inquire whether or not the product is counterfeit or not as the stitching is coming off on of the shoes (1m 5s) [REDACTED] Can I email you a picture of the shoe (1m 11s) Hi [REDACTED] we apologize if you have an issue with our product. This is definitely not what Nike would like you to experience. I will make sure to check and assist you on this. (1m 15s) May I ask for the the full name, email address and the order number and the verified phone number that is associated on the order? (1m 41s) [REDACTED] It is not a product I purchased from Nike directly, I bought it from a shoe supplier, but I was hoping you could help (2m 17s) May I ask what is the name of the Shoe Supplier? (2m 22s) [REDACTED] StockX (2m 45s) Thank you, may I also ask if you have already contacted them regarding on this? (2m 50s) [REDACTED] Yes (3m 0s) Dan Nallanathan: They have said it is a manufacturing fault (3m 34s) Dan Nallanathan: And are you giving me a refund, if you can tell me whether or not the shoe is counterfeit It will help with my dispute at my bank (3m 36s) Let me check on my resources if this is one of our Authorised Retaile [REDACTED] (3m 43s) [REDACTED] Ok (4m 14s) Please give me a minute or two on this. (4m 20s) [REDACTED] No worries (4m 49s) Thank you for waiting. (5m 45s) Upon further checking here, as much as I want to assist you on this, I am sorry to say that the Shoe Supplier StockX is not included on the Authorised Retailer. And with that, we will not be able to process an Claim here since it was not purchase to our Authorised Retailers. (6m 36s) [REDACTED] I was not looking for you to assist me, I just wanted to find out whether they are a authorised retailer and now that you have said they are not, could that mean the product is potentially counterfeit (7m 16s) Thank you for sharing that information and I am so sorry to say that they are not included in our list as Authorised Retailers. (7m 25s) Is there anything else that I can check for you aside on this? (7m 49s) [REDACTED] Okay no worries, I will pass this information to my bank. No thank you, you have been ever so helpful (7m 54s) You are most welcome and thank you for reaching Nike! Keep safe. gi Hi, I received a pair of Jordan shoes, and I want to inquire whether or not the product is counterfeit or not as the stitching is coming off on of the shoes Can I email you a picture of the shoe It is not a product I purchased from Nike directly, I bought it from a shoe supplier, but I was hoping you could help StockX Yes They have said it is a manufacturing fault And are you giving me a refund, if you can tell me whether or not the shoe is counterfeit It will help with my dispute at my bank Ok No worries I was not looking for you to assist me, I just wanted to find out whether they are a authorised retailer and now that you have said they are not, could that mean the product is potentially counterfeit Okay no worries, I will pass this information to my bank. No thank you, you have been ever so helpful .</p>	5729456047	04/08/2021 12:18 pm	cs web chat	
72	<p>gi Thanks for contacting Nike! My name is Aubrey, how can I help you? (1m 4s) I have not received a response from you, I just want to make sure are we still connected? (1m 58s) [REDACTED] Hi Aubrey, I would like to ask you if there is any possibility to buy individual part of shoes (little metal tick) to fix shoes (3m 9s) [REDACTED] I have recently bought Nike AF '07 LX and there is like 8 little metal swooshes on each shoe and one has just torn off (3m 38s) [REDACTED] and i can not find the way to get the new swoosh (4m 3s) Hi [REDACTED] thanks for letting me know about your concern. I know that you want to buy an individual pair for your Nike shoes and let me help you with this. (4m 11s) Just to confirm, where did you bought the item? (5m 47s) [REDACTED] : my biggest problem is that the product was not bought from Nike, but it is verified authentic and the seller wrote me that nike should send me the individual part or give an opportunity to buy one (5m 52s) I see thanks and can you tell me on which seller or store did you bought this from? (6m 54s) [REDACTED] it was bought from stockx, I understand that it is not your authorised reseller, but i would just love to get the individual part to fix my shoe (8m 1s) Thanks for confirming, for this one, it is indeed not listed on our one of our retailers. It would be best to contact the store where you bought it from to check on the replacement pair or for the refund of the item upon return. (8m 29s) I would like to apologise to you however since we are unable to sell individual Nike item part. (8m 42s) [REDACTED] : i have contacted them and they told me to contact nike (8m 50s) [REDACTED] as it is a nike product (9m 0s) The metal swoosh on the shoes is a part of the product itself. (9m 11s) I understand that the store told you to contact us. (9m 16s) It is indeed one of our products. (9m 35s) However, the company itself is a reseller store. And we are not reliable for any sales that they have made. (9m 47s) As it is a non-authorised Nike retailer. (9m 48s) [REDACTED] I am really upset to hear that (10m 41s) [REDACTED] : i understand everything you mentioned, i get it that there is to way to fix the shoe of mine (11m 36s) [REDACTED] what would happen if the shoes were bought from nike ? (11m 58s) [REDACTED] would you send me the individual part or not ? (12m 25s) I definitely understand where you are coming from. If this was bought on Nike.com, we will look into the replacement of the pair if it is within the 60 days return time frame or a full refund. (12m 47s) The individual pair however, is not possible to be sent nor purchased as it is already a part of the shoes itself. (13m 5s) [REDACTED] i understand (13m 12s) [REDACTED] thanks for your time (13m 25s) [REDACTED] but you did not help me at all (13m 47s) [REDACTED] : goodbye aubrey (13m 53s) I understand [REDACTED] I apologise for that. I appreciate your understanding for this moving forward, we would like to recommend you to buy items on Nike.com or any of our authorised retailers (14m 1s) Thanks for choosing Nike and have a good day! gi Hi Aubrey, I would like to ask you if there is any possibility to buy individual part of shoes (little metal tick) to fix shoes I have recently bought Nike AF '07 LX and there is like 8 little metal swooshes on each shoe and one has just torn off and i can not find the way to get the new swoosh my biggest problem is that the product was not bought from Nike, but it is verified authentic and the seller wrote me that nike should send me the individual part or give an opportunity to buy one it was bought from stockx, I understand that it is not your authorised reseller, but i would just love to get the individual part to fix my shoe i have contacted them and they told me to contact nike as it is a nike product I am really upset to hear that i understand everything you mentioned, i get it that there is to way to fix the shoe of mine what would happen if the shoes were bought from nike ? would you send me the individual part or not ? i understand thanks for your time but you did not help me at all goodbye aubrey.</p>	5659827033	03/30/2021 4:57 pm	cs web chat	

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73	<p>gi Mary: Hi! Nike Service here. What are we getting after today? (1m 58s) [REDACTED] Hello Mary I was wondering if you could help me out. I recently brought a pair of OFF white Jordan 5 sail colorway. I did not receive the product from nike i was wndering if you could provide pictures for what the right shoe should look like (2m 26s) Mary: Hi there, [REDACTED] I am sorry to learn about what had happened, that is not what Nike wants to hear from our consumers. Let us check here what we can do best for you. May I know where the shoe was purchased from? (3m 55s) [REDACTED] yes it was purchased from Stockx LLC and my product I received was not as advertise and i was wondering if you could provide offical images of the right shoe so I could use it as documentation? (5m 21s) Mary: I see. We are unable to determine if a shoe purchased from third party retailers are genuine Nike products. The best I can provide is the exact style code of the Air Jordan 5 x Off White Sail which is DH8565-100 (5m 27s) Mary: Here is the photo: https://sneakernews.com/2020/10/28/off-white-air-jordan-5-sail-release-info/ (5m 47s) Mary: The style code should be indicated in the tag of the shoe attached to the tongue (7m 3s) Mary: Further assistance, you may work with StockX as they are the origin of your purchase (7m 46s) [REDACTED]: Ok thank you so much (7m 56s) Mary: You are welcome. May I assist with anything else today? (9m 21s) [REDACTED] no that would be all and is possible you could not end the chat yet so I could use it as documentation of me contacting nike? (10m 14s) Mary: My apologies, we need to have the chat ended so we can assist other consumers. At the end of the chat, you will see an option to save our chat transcript, you can utilize that for your reference. I can also request for this conversation to be emailed to you (10m 50s) [REDACTED] ok I would very much like that (11m 3s) Mary: Okay, cool. You can expect an email from our team within 2-5 business days (11m 46s) [REDACTED] ok thanks (12m 13s) Mary: You are welcome. Thanks for chatting with Nike, have a great rest of the day gi Mary: Hi! Nike Service here. What are we getting after today? Hello Mary I was wondering if you could help me out. I recently brought a pair of OFF white Jordan 5 sail colorway. I did not receive the product from nike i was wndering if you could provide pictures for what the right shoe should look like Hi there, [REDACTED] I am sorry to learn about what had happened, that is not what Nike wants to hear from our consumers. Let us check here what we can do best for you. May I know where the shoe was purchased from? yes it was purchased from Stockx LLC and my product I received was not as advertise and i was wondering if you could provide offical images of the right shoe so I could use it as documentation? I see. We are unable to determine if a shoe purchased from third party retailers are genuine Nike products. The best I can provide is the exact style code of the Air Jordan 5 x Off White Sail which is DH8565-100 Here is the photo: https://sneakernews.com/2020/10/28/off-white-air-jordan-5-sail-release-info/ The style code should be indicated in the tag of the shoe attached to the tongue Further assistance, you may work with StockX as they are the origin of your purchase Ok thank you so much You are welcome. May I assist with anything else today? no that would be all and is possible you could not end the chat yet so I could use it as documentation of me contacting nike? My apologies, we need to have the chat ended so we can assist other consumers. At the end of the chat, you will see an option to save our chat transcript, you can utilize that for your reference. I can also request for this conversation to be emailed to you ok I would very much like that Okay, cool. You can expect an email from our team within 2-5 business days ok thanks You are welcome. Thanks for chatting with Nike, have a great rest of the day .</p>	5387349190	03/16/2021 5:41 pm	cs web chat	
74	<p>gi Thanks for contacting Nike! My name is Maritess how can I help you (18s) Hi there [REDACTED] Glad to have you in this chat. I hope you are doing great today! (1m 50s) How can I help you today? (3m 56s) [REDACTED] Hi, I buy for a lot of money shoes of Jordan 1 j balvin at stockx and they promise the shoes are 100 % authentic, today I was going to wear them for the second time and a part of the shoe top are ripped, that is so much annoying me to pay such a big price and that is what happens (3m 58s) I would be more than happy to help you with your order concern. Pleasure to help you on this. (4m 14s) [REDACTED]: I send you photos (4m 17s) Just to confirm, May I know country you chatting us from? (4m 26s) [REDACTED] Israel (4m 52s) I am sorry that your shoe got ripped after several used. May I know where did you bought this shoe? (4m 57s) [REDACTED] Do you have a number that is I can send to him photos? (5m 13s) [REDACTED] StockX (5m 16s) Thank you for confirming your location. (5m 33s) Just to clarify, StockX is a Nike store right? (5m 49s) [REDACTED] o (6m 18s) [REDACTED]: Is the biggest market shoes of selling and buying shoes in the world (6m 31s) Alright! Thanks for this information. (6m 39s) [REDACTED] suppose you know him (7m 17s) Just a heads up, Nike.com and StockX operate separately, we have different policy in our items. (7m 40s) Did you raised this concern to StockX? (9m 1s) [REDACTED] Yes but it is your product! If there is a problem in the factory you need to take responsibility (9m 26s) That is correct. And I do apologize that we did not meet your expectation with our products. (9m 51s) [REDACTED] Ok so I want a new pair (9m 56s) Have here our Corporate Dept number +972#### who assign for all the out side Nike.com purchased concern. (10m 15s) [REDACTED]: Let me send you the photos (10m 25s) [REDACTED] You will be shock (10m 28s) Kindly discuss to them this concern and I am sure they will provide you the best option for this ripped shoe you had. (10m 51s) Alright! Kindly accept the file transfer and attach photo. (11m 18s) [REDACTED] Where I can send you photos? (11m 42s) In the file request I sent to you. (11m 56s) [REDACTED] And what the different between both numbers you send me? (12m 32s) No, its just I provide to numbers for you to have options once the other line is busy. For you to contact them as soon as possible. (12m 46s) Meanwhile, our desire is to ensure that we have completely taken care of your concern for today. While you have me here, will there be anything else I can help you with? (13m 21s) [REDACTED] They will send me new pair? (14m 8s) For the resolution, they will be the one to provide you the option for this concern. If new pair is the best option. I am sure they will be provide you one. (14m 49s) Awesome! Would there be anything else I can do for you before I let you go? (15m 10s) If nothing else, I will not take so much of your time. Thank you for chatting Nike. Take care! Have a great day! Keep safe! (15m 14s) Bye for now! gi Hi, I buy for a lot of money shoes of Jordan 1 j balvin at stockx and they promise the shoes are 100 % authentic, today I was going to wear them for the second time and a part of the shoe top are ripped, that is so much annoying me to pay such a big price and that is what happens I send you photos Israel Do you have a number that is I can send to him photos? StockX No Is the biggest market shoes of selling and buying shoes in the world I suppose you know him Yes but it is your product! If there is a problem in the factory you need to take responsibility Ok so I want a new pair Let me send you the photos You will be shock Where I can send you photos? And what the different between both numbers you send me? They will send me new pair?.</p>	5386463115	03/16/2021 4:59 am	cs web chat	

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75	<p>Yes, I want to chat with a Representative. I am going to transfer you to a Nike Teammate who can help. What can my Teammate help you with? [REDACTED]</p> <p>My package is two days past estimated delivery and still has not come. Got it. I will transfer you now. It may take a moment for my Teammate to get up to speed. Hello - I will be right with you. I just need to catch up on your chat so I can help! [REDACTED] Mario here. I am more than happy to check the status of your order for you. May I have your order number? [REDACTED]: One second [REDACTED] C00494405826 [REDACTED] I have already attempted to contact the delivery service I, the date they gave me was actually 5 days ago. On it. For verification purposes, can you please verify your full name, phone number, and email please? [REDACTED] Thank you for verifying your account and being one of our valued Nike members. According to Lasership tracking number 1LSCXM610740763, they attempted to deliver. [REDACTED] Three times [REDACTED] And it said additional information required You should call them requesting for you to pick it up at the HUB. Lasership customer service#### [REDACTED] If I do that, I would like a refund on shipping We did not charge you for shipping They did their part. So I recommend to call them to pick it up at Lasership Hub before they ship the package back to us. [REDACTED] You are responsible for getting my package to me correct? The carrier is responsible they came to your house 3 times you were not available [REDACTED] I was at home all three times The solution is to call them to request to pick it up at HU [REDACTED] I am out of town for the next three days- what is the solution Usually, carriers give only 3 attempts. My concern is they may ship the package back to us. I advise you first thing in the morning to call them. You have to call them to see how long they will hold it for. Some carriers hold it for 5 day [REDACTED]: I am sorry but I do not feel like I should be the one responsible for solving this problem [REDACTED] They have all the required information to carry out the delivery [REDACTED] Their customer service is non responsive [REDACTED] This is an issue with your carrier. You made a promise to me to get my package to me. If they do not deliver their side of the deal, that is Nike's fault for using that carrier, not mine I understand how you feel. I am a consumer like yourself, but we as consumers have a role to play as well to work with the carrier. [REDACTED]: The role is not to drive 45 minutes to pick up my package when Nike promised to have it delivered to my doorstep They attempted 3 times. [REDACTED] They did not. I am home all day and did not get a single knock. [REDACTED]: I have looked up this company, they consistently lie on their tracking The only option is for you to call them to pick it up and see how long they can hold it for or let them reship the package back to us so we can process the refund. [REDACTED] Not for Nike to deal with them directly? Because from my experience with trying to contact this company they do not care about customer service [REDACTED] and they do not respond to issues I can take your feedback, so management can look into it. However, people say the same thing about UPS and FEDEX [REDACTED] I think UPS and FEDEX eventually get their packages delivered, not sent back to Nike for a refund Well, UPS and Fedex do have a policy that if they can not deliver they will ship the item back to us. [REDACTED] They do not lie about attempting deliveries I hear you. You can only imagine the things I hear from customers about them. I am just being upfront with you setting the right expectations. [REDACTED]: Listen I know you have a job to do and I am sure you do it well, but explain how this is fair. I hit on the one pair of sneakers I want and I do not get them because of a problem with the carrier that Nike CHOSE. [REDACTED]: And a refund does not cut it because I can not get the shoes for that price [REDACTED]: You have an obligation to either deliver my product or give me the equivalent value, and the equivalent value is no longer \$170 As a consumer like yourself, whoever I order from, if I get a missed delivery, I call the carrier to confirm when they are going to do a 2nd attempt or I go pick it up. Most of the time, I will go pick it up. I can only go by what Lasership claim. They attempted 3 times. The best solution is for you to call them to see if they can hold it for you to</p>	5348989048	03/15/2021 1:28 am	cs web chat	
76	<p>Hi! Nike Service here. What are we getting after today? H [REDACTED] I hear you. May I ask where it [Service] was purchased? I see. Are you able to ask your friend if where it [Service] was purchased? Great! Can you ask and let me know where it [Service] was purchased? I see. I understand. But we are unable to assist product that is not purchased in Nike.com we suggest that you can contact the StockX directly for there return policy. As much as I wanted but we are unable to assist since the StockX is not our authorized retail stores. You may contact them for any transaction since it was purchased them to there sites. As I was saying we are unable to assist products that is not on our authorized store. We suggest to contact them directly for more information . As it appears you do not have any additional questions I can answer, I will need to close our chat to help other consumers. Thank you for contacting Nike and have a great day." Hi so a got a pair of Nike VaporMax flynit as gift from a close friend. I wore the shoe maybe around 5-6 times and after that they sat in my closet for a couple days. When I get to put the shoe on I feel a weird uncomfortable feeling. I take off the shoe one of the bubbles is popped There is no way a \$200 shoe could only last so little. I am pretty upset due to the fact that it was a gift now I can not even use the shoe Well it was a gift so I am not quite sure.. I have the original box and shoe in basically perfect condition. I did not even get to enjoy the shoe. Probably yes. He said he bought them off a website called StockX. Yea so I mean the shoe is in pristine condition and sadly a perfect pair is now sitting in my closet because the back bubble is popped. Is there no way that I could get the shoe to NIKE so you guys could check the shoe out ?. I mean it is a Nike product. So if they can not help me out what do I do ? Do just leave perfect pair in my closet. Well sorry it is not a perfect pair it is a POPPED PAIR. So Nike can not help me out even if it is their product?.</p>	4895130044	02/14/2021 5:31 pm	cs web chat	

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77	<p>with our expert we do not that kind of color way. This would be only legit release that you should check when purchasing the shoes. https://www.nike.com/launch?s=upcoming Perhaps i can recommend you similar one if you like? Just hang tight let me double check it again. Yes may i ask that also. Found it yes! Upon checking here it was only release in Europe only but not in US. I really do sorry i now you wanted this shoes in US there is no stock available right now We can only ship the item within US boundaries only i really do sorry you may also check this website to know possible new releases of Nile dunk lows. https://news.nike.com/search/posts?utf8=%E2%9C%93&q=dunk+low We can not The currency that has been use is different from US to EU that is why we have boundaries only were we can ship the item I totally understand that is each country has limitations only where they ship the item only. Since in EU they have a different shipping carrier that is only in they area only. Same with US. Yes it was company matters. If you are willing to take the change you order in stock x but i don't recommend it since they are not authorize retailer of Nike\ Yes i totally understand you as much i would like you to help the shoes but i can "can not i hope you do understand: Sure. Yeah for the release since it was limited stocks only there is no chance at all to get the shoes all i can give you is just a tip only. Make checkout faster by updating and saving your information in the SNKRS settings. You can turn on touch ID and save your shoe size, payment information, and shipping information—all for a faster purchase experience. Keep an eye on the SNKRS calendar for upcoming releases. When you find a pair you want, tap "NOTIFY ME" and allow push notifications in the app settings. Since it would be first come first serve you are competing thousands of people for just a limited stock for 100 pairs only. I see even us Nike employee do not have a specific update when that shoes going to be drop again but always keep an eye out to be updated. Yes and you been stuck on on the check out process it means the shoes is already sold out and the system can not accommodate the incoming orders that is why sometimes the system crashes Yup and also for the customize dunk low. Oh i see yes in website all of it was already out of stock. Sure may i ask your zip code. Checking on it right now. No luck upon seeing here there is no available right now in the store. Yes it was already a deadstock we do not know yet when this going to be available. Is this the logo at the back is just thunder? No worries. Upon seeing here for that color way it was black and white only. May i ask where it was bought? Yeah that is the down side of purchasing the item from that. We do not know if it legit or not. Yeah i totally understand you since we do not know how they authenticate the shoes since it was came from random people also. Nope only in Nike website only. You are welcome thank you for chatting with Nike bye for now and have a wonderful weekend? I would like to see if this product is real because I am not entirely sure.. It is called the Nike SB Dunk Low 'Oatmeal'. I have only seen pictures of it.. Yes, I do.. However, I do not own the product.. I am currently trying to get my hands on a pair.. Thank you! Well, I have been actually eyeing this color way out for a friend. I have seen the product be sold on StockX, Goat, and Grailed. You mean to tell me this color way was never released to the public? Okay. I also have the SKU if that helps in any way.. #### Is there any in stock at all by chance? Would it be possible to ship the shoe from Europe to the US? I am in no rush to get the shoe as of right now, but by April I would like to get the shoe.. If there is an added fee for shipping I would be glad to pay it as long as I get the shoe.. So you can not transport the shoe from Europe to the US? May I ask why? So, if I bought the item in EU currency do you know if they would be able to ship it to me even if I live in the US? I do not mean to nag, but I do not understand how the currency change is that much of an issue.. However, Nike's products are manufactured in primarily Vietnam and China which uses a different currency and is across the world. I do not find any difference for my issue when getting this product unless there is a completely different system that I do not understand.. So, there is no way of getting this specific shoe to me? No possible way at all? I would rather get it from the original manufacturer. Also, the fact that Stock X and Goat do not have my size. I want to get an authentic pair.. I have other questions as well.. I am part of the shoe collector's community.. However, whenever I try and get big releases for example. The Jordan 1 Dark Mochas. I could never manage to cop a release.. I understand that there are millions of users of the apps. However, I do not understand why I can not at least cop 1 for myself.. Sure any tips would help. I get that, is there anything Nike is going to do about releases like the Dark Mochas for example.. I heard that there were hundreds of thousands going to be released.. I used those tips actually and they help a lot.. But I still could not manage to get a personal pair.. Is there something like, headstarts for example that Footlocker and Finishline do? Or is it solely off a first come first serve basis on the app which crashes a lot as well.. Also. I have had orders I have placed on a</p>	4156142040	02/04/2021 7:41 pm	cs web chat	
78	<p>gi Hi! Nike Service here. What are we getting after today? (25s) Hi there! this is Cris and is a pleasure assist you today, how can I help you? (1m 40s) I am trying to get the Nike waffle racer 2X (2m 23s) Is it the item: Nike Waffle Racer 2X Women's Shoe https://www.nike.com/t/waffle-racer-2x-womens-shoe-3LSStk (4m 13s) It is the desert berry /bright crimson size 7 (4m 47s) Yes that is the one (4m 50s) Correct, it is the Desert Berry/Light Silver/White/Bright Crimson, we have is just in size 20, may I have your Zip code to verify if the item is in stores (5m 7s) <:##>### m 23s) Thank you for holding, We have not updates of a possible release of the item, and I have verified the stores and the item is completely sold out, is possible that we will have more of them in the future cause the item has a high demand, I can try to find it with third party sellers, but the warranty and return policy is with them, do you agree? (7m 59s) Yes (10m 4s) I have located the item with 2 third party sellers: FINISH LINE But they have it just in size 6.5 https://www.finishline.com/store/product/womens-nike-waffle-racer-2x-casual-shoes/prod2799956?styleId=CK6647&colorId=600 StockX Has the item in size 7 https://stockx.com/nike-waffle-racer-2k-desert-berry-w (10m 11s) let me verify other one (11m 18s) Other seller is Fight Club Has the size W7 too https://www.flightclub.com/wmns-waffle-racer-2x-desert-berry-crimson-ck6647 (11m 38s) Do you have any other question? (12m 31s) No that is it Cristian. Thank you very much for your help< > (12m 44s) Was a pleasure to assist you and solve your concerns today, , thank you for being a Nike member and part of our family! NIKE MEMBERSHIP 100% FREE AND OUR BENEFITS https://www.nike.com/help/a/member-benefits gi I am trying to get the Nike waffle racer 2X//www.nike.com/t/waffle-racer-2x-womens-shoe-3LSStk It is the desert berry /bright crimson size 7 Yes that is the one#### Yes//www.finishline.com/store/product/womens-nike-waffle-racer-2x-casual-shoes/prod2799956?styleId=CK6647&colorId=600//stockx.com/nike-waffle-racer-2k-desert-berry-w//www.flightclub.com/wmns-waffle-racer-2x-desert-berry-crimson-ck6647 No that is it Cristian. Thank you very much for your help< >>//www.nike.com/help/a/member-benefits .</p>	5436209033	01/24/2021 12:49 am	cs web chat	

	A	B	C	D	E
79	<p>Thanks for contacting Nike! My name is Mariz how can I help you Hi [REDACTED] We thank you for the time you took to contact us and we appreciate your interest in Nike products. I will be happy to check this for you. Thank you for waiting. As I checked this one with the team, it is advised to check regularly the Nike website for the updates of the products as this is showing up real time stocks. We hope you understand that we only based on the website in regards to its availability. Yes that is correct [REDACTED] just check the website as this will show up when this will be release. You are most welcome. By the way, I would like to thank you for being part of our Nike membership. We hope that you are enjoying and continue to take advantage of our benefits like free standard shipping, expert guidance and launch announcements. That is true! because it is really a high demand for the consumers for its fantastic design and style. So many consumers are really interested on this item, no wonder why this is always sold out. Do you want me to check this in the authorized Nike retail/store? So you will be able to check with them if this is available as well. Please give me a moment while checking on this. Can you provide me the style no. of this product so I can be specific with it? For both items that you are interested of. Thank you. Please give me a minute or two while working on it. May I know your preferred size for this? UK or EU size? Thanks for this. Thank you for waiting. You may check this link for StockX https://stockx.com/nike-dunk-low-retro-medium-grey-varsity-red-2021?utm_source=af&utm_medium=imp&utm_campaign=2066870&impactSiteId=0wDzmX2xXyLT3OwUx0Mo3QUUKEUSVR1q1pw0g0&clickid=0wDzmX2xXyLT3OwUx0Mo3QUUKEUSVR1q1pw0g0&utm_term=0wDzmX2xXyLT3OwUx0Mo3QUUKE The product may be available with them and in this link Footlocker https://www.footlocker.co.uk/en/p/nike-dunk-low-men-shoes-104415 And for the SNKRS here is the link https://www.nike.com/gb/launch?s=upcoming You may check all of these online, as w can see, most of the stores right now are closed due to lock down All the best Mauricio! Is there anything else I can assist you with? Thank you for chatting Nike Services Have a great day! Hi mariz I saw the red dunks are coming out but they are not in the snkrs app So how do I get them ? Ok thanks Oh so do I just check on the morning of the release So because it is not on the snkrs website does it mean that there is a lot of stock Ok thanks a lot Yes definitely o however it is hard to get Jordan 1s as they sell out quick Yes that is true Yes please Ok thanks For the dunks? DD1391-002 Ok thanks 10 Uk You are welcome Ok thanks Yh that is fine</p> <p>Thanks for your help No thanks You too bye .</p>	5369026051	01/12/2021 1:08 pm	cs web chat	
80	<p>Hi! Nike Service here. What are we getting after today? Hi there! this is Cris and is a pleasure assist you today, how can I help you? Do you have the order number? In this case the return policy and warranty are with them, in the next link you will have the return policy from Nike: WHAT IS NIKE's RETURN POLICY? https://www.nike.com/help/a/returns-policy You need to contact the seller, in this case to StockX, if the have not options, yiu need to verify what is the case number and contact us, but to other department, one moment to get you the phone number thank you for holding, I will explain you again, contact the seller, if they have not options, ask them the case number , and contact Nike to the next phone number: CORPORATE – Nike Consumer Services#### AM-4pm PT, Mon-Fri . We have not repair options, but if the item has factory defects and the seller has not options, we can assist you with options or possible solutions I really so sorry the inconveniences with the product, that is definitively not what we expect to hear from our items I am very sorry, but we ca help you if you have not solutions from StockX Do you have any other question? One moment please, I have other important detail If the item is not working, you can contact the tech support of Nike directly to create a case with us App & Device Support#### or#### I am so sorry, I forgot that we had this option too, My mistake Was a pleasure to assist you and solve your concerns today, , thank you for being a Nike member and part of our family! Happy new year! NIKE MEMBERSHIP 100% FREE AND OUR BENEFITS https://www.nike.com/help/a/member-benefits About bb2.0 adapt shoes I received as a gift. My wife ordered them as a new product from a secondary reseller called stockX//www.nike.com/help/a/returns-policy What is a case number? Are there repair options? Ok, thanks I will start there. Only the right shoe has stopped working entirely. Not so far. Thanks again for the help. Great thank you for the extra info! No worries have good one. //www.nike.com/help/a/member-benefits .</p>	5353480064	01/11/2021 11:30 pm	cs web chat	
81	<p>April: Hi! Nike Service here. What are we getting after today? Hi! Nike Service here. What are we getting after today? I have not heard from you. Just want to make sure we are still connected. Hi I will be happy to assist you with that. I am sorry that there is only one option if you have a friend or a relative that lives outside the country you can ask them to place an order for you or registered for you. That is the only way to have those SNKRS I apologize for any inconvenience. I will make sure to capture your feedback and pass to our Nike team. Really appreciate your time and patience and glad to have this checked for you. Anything else that I can help you with? Feel free to contact us back and we would be more than happy to assist you. Thank you for contacting Nike. Have an amazing evening and Happy New Year! April: Hi! Nike Service here. What are we getting after today? Hi, my name is [REDACTED] I am really into sneakers I have been trying for months to cop some of the sneakers that I like but with no luck. I have signed up for raffles all over Europe and am currently following probably every sneaker store i could find. The problem is that I live in Iceland unfortunately there is not an option to buy on the SNKRS app from my Iceland We are a small country and there is not 1 store here that gets your drops so I am kind of loosing hope. Is there anything I can do to be able to buy and wear these cool new sneakers that are dropping in the upcoming months without having to buy them from goat or stockx where someone is making a huge profit on reselling your product? yes Alright <:/> I really appreciate your time No not really. Just have a great day and happy new year!<:/>.</p>	5340028044	01/02/2021 1:58 am	cs web chat	